

INSPIRING *positive* CHANGE. ONE *leader* AT A TIME.

Every team should have the **best** leaders equipped with the **best** solutions.

For leaders who aspire to a more positive, proactive results-oriented leadership, Capstone Leadership Solutions provides leadership training experiences that will inspire and equip you with high performance work practices that you can put into practice on Monday.

TRAINING FACULTY



Jane McLeod
RN, MSN

Jane McLeod is the co-founder of Capstone Leadership Solutions, a firm specializing in assessing organizations to facilitate planning and execution of operational improvements. She is the co-author of the book, *The Employee Experience*, published in 2016. Jane has been in the healthcare field for over thirty years as a Registered Nurse. Her clinical experiences focused on inpatient Oncology Nursing at a large tertiary facility in Northwest Michigan, as well as Emergency Room and Intensive Care nursing in the Eastern Upper Peninsula of Michigan. Jane has had the honor of serving in leadership positions at both of these hospitals, spanning most of her career. She has been a Clinical Director in Inpatient Oncology, Emergency Services, Intensive Care and Employee Wellness as well as the Senior Director of Inpatient Services and the Chief Nursing Officer.



Sue Tetzlaff
RN, RHIA, MHA,
FACHE

Sue Tetzlaff is the co-founder of Capstone Leadership Solutions. She is the co-author of the book, *The Employee Experience*, published in 2016. Sue has served in healthcare leadership positions for twenty years, including Vice President of Quality, Chief Nursing Officer and Chief Operating Officer. Sue is Board Certified in Healthcare Administration and is a Fellow in the American College of Healthcare Executives. She is licensed as a Registered Nurse in the State of Michigan and is a Registered Health Information Administrator in the American Health Information Management Association. She has organized and been a featured trainer for nearly one hundred leadership and employee development events in the past ten years with the objective of training leaders and associates in skills necessary to create extraordinary results.

CONNECT WITH US:



@scrub2csuite | Capstone Leadership Solutions, Inc.

UPCOMING EVENTS

IMPORTANT DATES AT A GLANCE

CAPSTONE LEADERSHIP SUMMIT

This two-day leadership summit is designed with all healthcare leaders in mind. No matter your level of education, experience, or job responsibility, there are solutions and inspiration for everyone. The agenda for this event is packed with solutions that are working across the country to improve results in the patient experience, the employee experience, and other key operational results. These solutions are so practical, that you can start putting them into place beginning the day after you return to work. **See page 3 of this brochure for more event details.**

UPCOMING DATES AND LOCATIONS

- September 27-28, 2017 - Duluth, MN
- October 24-25, 2017 - Eaton Rapids, MI

CAPSTONE C-SUITE/LEADER RETREAT

This one-day leadership retreat is designed to facilitate learning, interactive networking, and idea generation around today's healthcare leadership challenges. The agenda for this event is updated annually to reflect topics of interest of senior healthcare leaders. **See page 4 of this brochure for more event details.**

UPCOMING DATES AND LOCATIONS

- September 14, 2017 - The Sycamore at Mallow Run, Bargersville, IN
- November 28, 2017 - Wedgewood at Ocotillo, Chandler, AZ

CAPSTONE NEW LEADER BOOTCAMP

This one and a half day Boot Camp is designed for healthcare leaders having three or less years of experience. The pace, teaching style, and curriculum are planned specifically for these new leaders. The agenda for this event will place solutions into the hands of new leaders so that they can experience early in their careers the solutions that are working across the country to improve results in the patient experience, the employee experience, and other key operational results. These solutions are so practical, even new leaders can start putting them into place beginning the day after returning to work.

UPCOMING DATES AND LOCATIONS

- Please watch for dates and locations for this event at www.capstoneleadership.net

CAPSTONE PEAK PERFORMANCE SUMMIT

This one and a half day peak performance summit is also designed with all healthcare leaders in mind. No matter your level of education, experience, or job responsibility, there are solutions and inspiration for everyone. The agenda, different than the Capstone Leadership Summit, is packed with even more solutions that are working across the country to improve results in the patient experience, the employee experience, and other key operational results. And just like the Capstone Leadership Summit, these additional solutions are so practical that you can start putting them into place beginning the day after you return to work.

UPCOMING DATES AND LOCATIONS

- Please watch for dates and locations for this event at www.capstoneleadership.net

CAPSTONE NURSING BUNDLE BOOT CAMP

This one-day workshop where only the very best evidence based practices are discussed, and tried and true solutions. Our highly-regarded Capstone Leadership Summit has been highlighting the Nursing Bundle for five years. Now it is time to spend a day focusing only on these very valuable Nursing Leadership tactics.

UPCOMING DATES AND LOCATIONS

- Please watch for dates and locations for this event at www.capstoneleadership.net

Capstone LEADERSHIP Summit

Two Days

WHO WILL BENEFIT FROM ATTENDING:

Every level of healthcare leader with any level of experience or education. The Summit experience is enhanced when a team of leaders from the same organization attend.

SOLUTION-PACKED DAYS:

Refreshing learning schedule and environment. Leave with a plan and solutions you can start executing on Monday.

REFRESHING LEARNING SCHEDULE & ENVIRONMENT

DAY 1:

8:00 am Registration/Networking
8:30 am Summit Learning Modules
12:00 pm Nourishment & Movement
1:00 pm Summit Learning Modules
5:00 pm Adjourn

DAY 2:

8:00 am Special Nurse Leader Learning Module (Optional Bonus Session)
9:15 am Summit Learning Modules
12:00 pm Nourishment & Movement
1:00 pm Summit Learning Modules
4:30 pm Adjourn

PLEASE FEEL FREE TO DRESS IN COMFORTABLE, CASUAL ATTIRE!

IMPROVING THE EMPLOYEE EXPERIENCE

- Rounding
- Recognition, Appreciation & Celebration
- Performance Evaluations & Performance Conversations
- Direct Dialogue
- Behavior Standards
- Employee/Leadership Development
- Work Life Balance

IMPROVING THE PATIENT EXPERIENCE

- Validation Rounding
- Service Recovery
- Positive Communication Standards

IMPROVING YOUR RESULTS

- The Framework for Achieving Great Results
- Leaders Roles in Revenue & Expenses
- Staffing Plans & Productivity

SOLUTIONS FOR NURSE LEADERS (OPTIONAL BONUS SESSION)

- Patient Post-Discharge Phone Calls
- Hourly Rounding
- Bedside Shift Report
- Whiteboards

Provider approved by the California Board of Registered Nursing, Provider #16063, for 14 Contact Hours



Edgewater Hotel

2400 London Rd
Duluth, MN
Sept 27 - 28, 2017



English Inn

677 S Michigan Rd
Eaton Rapids, MI
Oct 24 - 25, 2017

LODGING OPTION:

Edgewater Hotel
(218) 625-2599 Book by: Sept 6, 2017
King: \$89.00
2 Queens: \$89.00
Mention: Capstone Leadership

LODGING OPTION:

English Inn
Corporate rates of \$85/night for all rooms under \$205/night and \$115/night for all \$205 premier rooms. Call for details.
(517) 663-2500 Book by: Oct 1, 2017
Mention: Capstone Leadership

Capstone C-SUITE/SENIOR LEADER Retreat

Interactive Networking & Idea Generation Regarding Today's Challenges

WHO WILL BENEFIT FROM ATTENDING:

Senior healthcare leaders of all levels of education and experience will benefit from attending the retreat. The experience is enhanced when a team of leaders from the same organization attend.

REFRESHING LEARNING SCHEDULE & ENVIRONMENT

7:30 am Sign In/Networking
8:00 am Retreat Modules
12:00 pm Nourishment & Movement
1:00 pm Retreat Modules
3:30 pm Adjourn

PLEASE FEEL FREE TO DRESS IN COMFORTABLE,
CASUAL ATTIRE!

FOCUS TOPICS FOR JUNE '17 RETREAT

- Creating and Elevating Your Goal Setting Cycle
- Overcoming the Dysfunction of Teams
- Leader Resiliency

REGISTRATION INCLUDES

- Training Materials (hard copy & electronic)
- Healthy Lunch

Provider approved by the California Board of Registered Nursing, Provider #16063, for 5 Contact Hours



The Sycamore at Mallow Run
6964 W Whiteland Road
Bargersville, IN
September 14, 2017

LODGING OPTION:
Hilton Garden Inn
Indianapolis South/Greenwood
(317) 888-4814 Book by: July 18, 2017
Room Rate: \$152.00
Mention Group Code: CRET



Wedgewood Ocotillo
3751 South Clubhouse Drive
Chandler, AZ
November 28, 2017

LODGING OPTION:
Hilton Phoenix Chandler
(480) 899-7400 Book by: November 6, 2017
2 Queens or 1 King: \$159.00
Mention: Capstone Leadership

REGISTRATION

TWO WAYS TO REGISTER:

BY MAIL

Capstone Leadership Solutions, Inc.
Attention: Sue
820 Summit Street
Sault Ste. Marie, MI 49783

ONLINE

Website: www.capstoneleadership.net

REGISTRATION FORM

NAME _____

TITLE _____

EMPLOYER _____

EMPLOYER ADDRESS (CITY, STATE, ZIP) _____

WORK PHONE/CELL PHONE _____

E-MAIL ADDRESS _____
(CONFIRMATION E-MAIL AND RECEIPT WILL BE SENT)

SIGNED COPIES OF OUR BOOK, *THE EMPLOYEE EXPERIENCE* (AVAILABLE AT EVENT)

- 1-9 copies: \$18.00 each
- 10-29 copies: \$17.00 each
- 30+ copies: \$16.00 each

Number of books to order: _____

CAPSTONE LEADERSHIP SUMMIT

- Sept 27 – 28, 2017 Edgewater Hotel, Duluth, MN (Registration Deadline: September 15)
- Oct 24 – 25, 2017 The English Inn, Eaton Rapids, MI (Registration Deadline: October 13)

CAPSTONE C-SUITE/SENIOR LEADER RETREAT

- September 14, 2017 The Sycamore at Mallow Run, IN (Registration Deadline: September 1)
- November 28, 2017, Wedgewood Ocotillo, Chandler, AZ (Registration Deadline: November 18)

REGISTRATION FEE: CAPSTONE LEADERSHIP SUMMIT

- \$495.00/Attendee
- \$395.00/Attendee for teams of 3 or more from the same organization attending the same location. When registering a team of 10 or more attendees, call 906.259.0542 for further discounts.
- \$375/Attendee for members of the Rural Wisconsin Health Cooperative
- \$247.50/Attendee for Capstone Partner Organizations

REGISTRATION FEE: CAPSTONE C-SUITE/SENIOR LEADER RETREAT

- \$195.00/C-Suite/Senior Leader Retreat Attendee; Nursing Bundle Boot Camp Attendee

PAYMENT OR PURCHASE ORDER:

- Check Enclosed (Payable to Capstone Leadership Solutions, Inc.)
- Signed Purchase Order/Check Request Enclosed

Cardholder Name _____

Card Type/Card Number _____ CV Code _____

Card Expiration Date _____ Zip Code _____

TESTIMONIALS

CAPSTONE SUMMITS, BOOT CAMPS, AND RETREATS

"I'll be a better leader Day 1 back from the conference. This two day training should be offered to every new leader - healthcare would be transformed. I've never been so inspired, energized or motivated from a conference. The finance module - WOW - Best explanation I've ever heard!"

Deanna, Clinical Services Manager, Mercy Health

"Best leadership conference I've ever attended. The information was comprehensive & useful. Took home lots of ideas and am eager to implement things and teach my department directors."

Lori, Chief Nursing Officer, Sullivan County Community Hospital

"Really excellent - thank you. Appreciate that this is immediately applicable. Appreciate the honesty and the way the material is aimed at me....so I self-reflect and own the responsibility for implementing change strategies that will benefit my patients, my team, my organization and my community."

Rifa, Nurse Administrator, Mayo Clinic

"The two day Summit was like a professional recharging trip to a spa. Appreciate all the content that was shared. The content, speakers & location have been a much needed workshop. My goal for the two days was to take away a few pearls. May I say I filled a bucket in Day 1. Many thanks for the passion you present with." **Kendra, Chief Nursing Officer, Scheurer Hospital**

"This was a great Summit. I have been in healthcare for 20 years, and this was the best leadership conference I have ever attended." **Bernadette, Nursing Leader, Charlevoix Area Hospital**

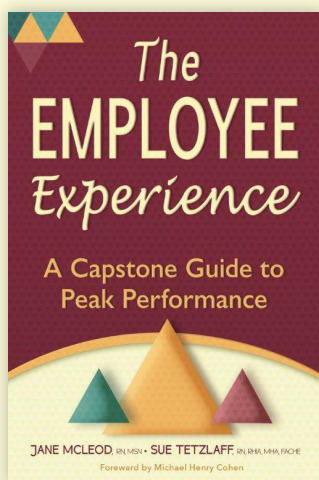
"Jane and Sue are incredible! Very engaging and entertaining presenters! I was able to take away immediate ideas to start tomorrow to help be a better leader and provide excellent quality patient care and service."

Kerry Sue, Rehab Director, Southwest Health Center

CAPSTONE WILL BRING THESE EVENTS TO YOU

Create the synergy of your leaders learning together. Bring a Summit, Boot Camp, or Retreat to your organization.

Contact us at 906.259.0542 to learn about this impactful and cost-effective option for leadership development.



In order to achieve great results, you first need to create a great employee experience.

This go-to resource is divided into a series of solutions focused on people — people's behavior, performance, and contributions.

Book sales and signing will be available at all Capstone Leadership Solutions' Summits, Boot Camps, and Retreats. Book orders can also be placed, including volume discount orders, at www.TheEmployeeExperience.net



CAPSTONE CANCELLATION POLICY:

IF YOU ARE REGISTERED BUT CAN'T ATTEND: Capstone must be notified of inability to attend. Full refund can be received for cancellations 30 days or more prior to event. For cancellations less than 30 days prior to event; options include: 1) Crediting your registration fee to a future Capstone Leadership Solutions, Inc. event within 12 months; 2) Transferring your registration to a substitute attendee; or 3) Receiving a refund of your registration fee (less \$125.00 non-refundable cancellation fee). **IN THE VERY UNLIKELY EVENT OF A SUMMIT BEING CANCELLED:** If you are registered for a Summit that is cancelled; 100% of registration fees will be refunded within 30 days of the cancellation; or, if preferred, your fees may be transferred to another Capstone event date/location.