

# WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

## Leadership Courses Met With Eagerness and Enthusiasm

Maine Medical Center recognizes the important roles that our managers and directors play in strengthening their teams and ensuring an open and supportive culture. To help these individuals achieve those goals, MMC's Training and Organizational Development Department (T&OD) offers a program designed to help build leadership skills and enhance communications and relationships with employees.

The program, created by Development Dimensions International (DDI), is used by companies across the country and tailored to specific organizations' needs. MMC's program consists of six classes (five core courses and one elective) to be completed within an 18-month period. All classes take place at the Dana Center and are open to anyone who has a direct report. Most classes last about two hours.

The courses feature a blended-learning format, combining online pre-work with in-class workshops. The result is that everyone comes to class with some understanding of the materials, so they can jump right

into discussion and practice. The learning is further enhanced by the variety of experience in each classroom: brand new leaders learn alongside seasoned leaders.

"The seasoned leaders provide insight and experience the new leaders can learn from, and new leaders can ask for advice and bring fresh ideas to the group," says Deb Gallant, Director of Leadership Development, Organizational Development, and Learning.

The program started at MMC in October 2013; to date more than 90 leaders have completed the requirements. Another 25 leaders are expected to complete their classes by April. Class schedules are posted on the MMC Intranet and fill up quickly; most have waiting lists.

Core class topics include *Developing Others*, *Setting Performance Expectations*, *Resolving Conflicts*, *Leading Change*, and the prerequisite *Essentials of Leadership*. Each class builds on a set of interaction guidelines and key principles, which are introduced early on. These principles are constantly reinforced



*Nancy Bloomquist, Registration Supervisor of Special Projects and Quality Assurance, left, and Patty Johnson, Manager, Emergency Registration, right, role play during a recent leadership course. Acting out hypothetical scenarios and other one-on-one or group interactions are integral parts of the classes, providing leaders with a chance to practice new techniques and receive feedback before having difficult real-life conversations.*

and form the building blocks for discussions, coaching, building trust, building confidence, and other management techniques.

"These classes helped to broaden the toolkit that I already had," says Sue Hamel, Director of Employee Health Services.

The training appears to be having a positive impact on the culture in areas across MMC. In fact, many leaders are applying their learnings in their own departments and teaching the next wave

of managers and directors who are participating in the program. These leaders have gone through rigorous, voluntary training to become facilitators for their peers.

"Becoming a facilitator was really enlightening for me," says Kevin O'Connor, Director of Nutrition Services. "You just try to apply the key principles and offer building blocks. We're finding that the training really does work."

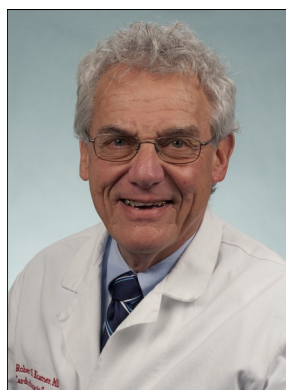
# FEBRUARY ANNIVERSARIES



*Stephanie Mollica*  
15 Years



*Jennifer Civiello*  
10 Years



*Robert Kramer*  
10 Years



*Mark Riedmann*  
5 Years

## 45 Years

Geraldine Pompeo,  
Family Birth Center

## 40 Years

Norma Francis,  
Family Birth Center

## 30 Years

Jane Christensen,  
Family Birth Center  
Timothy Rasmussen,  
Distribution

## 25 Years

Catherine Dugal,  
ASU Scarborough  
Francis Henry, OR  
Michael Jackson, OR  
Bernardine Pozerycki,  
Human Resources  
Barry Worthing, ED

Elaine Zappala,  
Cardiothoracic ICU

## 20 Years

Erica Campbell, NICU  
Scott Evans, NICU  
William Fyler Jr., R7  
Victoria Hunt, P3CD  
Earl Moulen, IS  
Edna Norton, Billing

## 15 Years

Sheron Andrews, R2  
Meredith Fossett, HR  
Kelly Geary Gray, ED  
Jean Goodman, IS  
Stephanie Mollica,  
Care Management  
Rebecca Violette,  
Neuroscience Institute

## 10 Years

Lori Carrier, R6

Jennifer Civiello, Pharmacy  
Kellie Coombs, OR  
Maryam Darjazi,  
Cross Cultural Services  
Kelly DeRice, R4  
Katrin Fesmire, OR  
Susan Hodge, HR  
Bradford Hughes,  
Distribution  
Charlotte Joy, R1  
Robert Kramer,  
Circulatory Disease  
Michael Lightbown, OR  
Elise Morin, Billing  
Lori Nappi,  
Nutrition Services  
Jill Prescott,  
ASU Scarborough  
Sokhany Sieng,  
Cross Cultural Services  
Michael Skarbinski,  
Clinical Engineering  
Vicki Stevens, BMC

## 5 Years

Linda Barajas, P3CD  
Brenda Bedard, Billing  
Janelle Clark, R7  
Pamela Cole, OR  
Barbara Condikey-Furlong,  
Radiology  
Elias Denson, Radiology  
Stephen Desjardins,  
Nutrition Services  
Katherine Gagnon, R7  
Jennifer Henry, Radiology  
Alysson Homa,  
Family Birth Center  
Christopher Kelly,  
Cardiac Cath Lab  
John Mancini, Distribution  
Nancy O'Hagan, P6  
Christopher Pare, ED  
Mark Riedmann,  
Anesthesia and Pain  
Management

## Nursing Excellence Award Nominations Due by March 1

Know a nurse who goes above and beyond? Tell us!  
See the MMC Intranet for nomination forms and details.



Maine Medical Center  
MaineHealth

WHAT'S HAPPENING IS PUBLISHED WEEKLY BY THE  
COMMUNICATIONS AND MARKETING DEPARTMENT

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