

# Unlock Your Mission's Full Potential:

## Operational Excellence Training *for Community Health Leaders*



**CONFLUENT**  
BETTER IDEAS TOGETHER

*You have a powerful mission, a steadfast team and ideas that could change lives – but despite all of the passion, projects stall, strategies gather dust, and dollars are left on the table.*

*Without the right skill set, even the best strategies can't gain traction.*

**This training will help your team bridge the gap between aspiration and impact.**



Shana Montrose, MPH, MBA

### What You'll Gain:

1. Real-life case studies that are fun, relevant and relatable – delivered by the curriculum designer herself with stories from the trenches
2. Bite-sized, practical tools you can apply immediately with opportunities to practice in real-time
3. A unified framework integrating multiple operational disciplines to improve your team's capacity through streamlined processes, stronger leadership, and more engaged staff

## WORKSHOP SERIES

### Module 1: Change Management

- 1A. Models & Your Personal Style
- 1B. Managing Others Through Change

### Module 2: Project Management

- 2A. Project Management Toolbox
- 2B. Project Execution

### Module 3: Program Management

- 3A. Policies, Procedures, & Routines
- 3B. Workflows & Process Mapping

### Module 4: Leading Teams

- 4A. Active Listening & Coaching Staff
- 4B. Productive Conflict

*Ready to make your mission a success story? Contact:*

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