

Week 1 Module: Leadership Development
March 4-8, 2024 (Proposed Dates but unconfirmed)

Location: Georgia Southern University, Jiann-Ping Hsu College of Public Health, Statesboro

Monday:

| Time | Topics | |
|-------------|---------------------------------|--|
| 4 PM | Registration and Introductions | |
| 4:30 PM | Course Review and Expectations | |
| 5:30 PM | Fundamentals of leadership | |
| 7:30PM | Dinner | |
| | Topic – Ethics, Integrity, Duty | |
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Tuesday:

| | Topics | |
|---------|---|--|
| 8AM | Review of Day 1 | |
| 8:30AM | Understanding your leadership style | |
| 10AM | Critical thinking and analysis | |
| 11AM | Vision, mission, goals and achievement | |
| 12PM | Lunch | |
| 1PM | Strategic planning | |
| 2PM | Leader as Coach; developing a coaching relationship with employees | |
| 3:30PM | Working with emotional intelligence and different personality types | |
| 5:30PM | Adjourn | |
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| Evening | Project Assignment | |

Wednesday:

| | Topics | |
|------|---|--|
| 8AM | Review of Day 2 and Assignment | |
| 9AM | Communication Skills: listening, nonverbal communication, and cultural competence | |
| 10AM | Fundamentals of successful communication | |
| 11AM | Influencing others & establishing accountability | |
| 12PM | Lunch – the GEMSA overview | |
| 1PM | Developing your Team; Team Role theory and application | |
| 3PM | Guiding your team through Change | |
| 4PM | Delegation and responsibility; Chain of command | |
| 5PM | Day 3 Topics Exercise | |

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| 6PM | Adjourn | |
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| Evening | Social Event | |

Thursday:

| | Topics | |
|--------|---|--|
| 8AM | Review of Day 3 | |
| 8:30AM | Introduction to Conflict Management | |
| 10AM | Conflict Management Styles | |
| 11AM | Application of conflict management styles | |
| 12PM | Networking Lunch | |
| 1PM | Preventing conflict through planning and management | |
| 2PM | Understanding your audience and partners | |
| 3PM | Negotiation strategies | |
| 4:30PM | Empowerment and monitoring | |
| 5:30PM | The Values of Mentoring | |
| 6PM | Adjourn | |
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Friday:

| | Topics | |
|--------|---|--|
| 8AM | Review of Day 4 | |
| 8:30AM | Q & A Session/Expert Session | |
| 10AM | Application of Leadership Module to your organization | |
| 11AM | Regional Councils; EMSAC; EMSMDAC and the Georgia Trauma Commission | |
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| | Close and Adjourn | |
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Week 2 Module: Documentation, Finance & Government

May 13-17, 2024 (Proposed dates unconfirmed)

Location: Rome Ga

Monday:

| | Topics | |
|--------|---------------------------------------|--|
| 4 PM | Review of module 1 and Overview | |
| 4:30PM | Forms of Government: State and County | |
| 5:30PM | Georgia EMS Rules and Regulations | |
| 6:30PM | Compliance and Enforcement | |
| 7:30PM | Dinner Speaker – Keith Wages | |
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Tuesday:

| | Topics | |
|---------|---|--|
| 8AM | Review of Day 1 | |
| 8:30AM | Introduction to Billing & Reimbursement | |
| 11AM | Documentation: Standards & Requirements | |
| 12:30PM | Networking Lunch | |
| 1:30PM | Introduction to Medicare and Medicaid | |
| 3:30PM | How Medicare and Medicaid work | |
| 5PM | Commercial Insurance | |
| 6PM | Adjourn | |
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| Evening | Project Assignment | |

Wednesday:

| | Topics | |
|---------|--|--|
| 8AM | Review of Day 2 and Assignment | |
| 9AM | County Budgets | |
| 11AM | Budget Design and Application | |
| 12:30PM | Lunch – Working with County Commissioners | |
| 1:30PM | External Financial Reviews | |
| 2:30PM | Financial Reporting | |
| 3:30PM | Staying on top of Finances and Collections | |
| 4:30 PM | Accounting Basics – Working with Excel | |
| Evening | Social Event | |

Thursday:

| | Topics | |
|---------|--|--|
| 8AM | Review of Day 3 | |
| 8:30AM | Working with your 911 agency | |
| 10AM | Working with Public Safety | |
| 11AM | Working with the ED and the hospital | |
| 12PM | Lunch | |
| 1:30PM | Role of the EMS Medical Director | |
| 2:30PM | Legal Issues – Abuse, EMTALA, Refusals, Liability and Malpractice, Licensing, Where and When to get legal help | |
| 4:30PM | Day 4 Exercise | |
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| 6:30 PM | Dinner | |
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Friday:

| | Topics | |
|----------|--|--|
| 8AM | Review of Day 4 | |
| 8:30AM | Cultural Competence, Diversity, Language | |
| 9:30AM | HIPAA – Brief overview | |
| 10:30 AM | Taking it back to the organization | |
| 11:30AM | Assignments and review | |
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Week 3 Module: Operational Management, HR & Personnel Management
August 2024, (Proposed date, Aug. 19-23, 2024 unconfirmed)

Location: Pine Mountain Georgia (FDR State Park)

Monday:

| | Topics | |
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| 4PM | Welcome and Overview | |
| 5PM | Customer Service; Identity, Appearance and Brand | |
| 6PM | Benchmarking | |
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| 7PM | Dinner – Speaker to be announced | |
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Tuesday:

| | Topics | |
|---------|--|--|
| 8AM | Review of Day 1 | |
| 8:30AM | Protocols | |
| 10AM | Policies and Procedures | |
| 12PM | Lunch –Location Modeling | |
| 1PM | Scheduling | |
| 2PM | Inventory Management | |
| 3PM | Fleet Management and Preventive Maintenance | |
| 4PM | Procurement: requirements and purchase/lease decisions | |
| 5PM | Identifying Resources | |
| 6PM | Adjourn | |
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| Evening | Project Assignment | |

Wednesday:

| | Topics | |
|---------|---|--|
| 8AM | Review of Day 2 and Assignment | |
| 9AM | Personnel Management | |
| 10AM | Job Descriptions | |
| 10:30AM | Performance Management: Employee evaluations / 360 degree reviews | |
| 12PM | Networking Lunch | |
| 1PM | Conflict Resolution | |
| 2PM | Human Resources: Hiring, Firing, and Disciplining | |
| 3PM | FMLA/FLSA; Managing Overtime | |
| 4PM | Sexual Harassment and hostile environments | |
| 5PM | Dealing with Fatigue | |
| 6PM | Assignments (case reviews) and Adjourn | |

Thursday:

| | Topics | |
|---------|---|--|
| 8AM | Review of Day 3 | |
| 8:30AM | Recognizing and Developing Potential; Reward and Retention; Leadership Identification | |
| 10:30AM | Staff licensing and reporting | |
| 12PM | Networking Lunch | |
| 1PM | Performance Management/Performance Improvement | |
| 3:30PM | Continuous Quality Improvement | |
| 5PM | Managing Idle and Down Time | |
| 6PM | Adjourn | |
| | | |
| Evening | Social Event | |

Friday:

| | Topics | |
|---------|--|--|
| 8AM | Review of Day 4 | |
| 8:30AM | Crisis Communications | |
| 9:30AM | Risk Management and Complaint Resolution | |
| 10:30AM | Building a safe work environment | |
| 11:30AM | Training and retraining | |
| 12:30PM | Close Module 3; Interim Assignments | |
| 1PM | Adjourn | |
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**Week 4 Module: PR, Resource Management, Sustainability and High Performance
November 2024 (Proposed dates Nov. 4-8 unconfirmed)**

**Location: Georgia Southern University, Jiann-Ping Hsu College of Public Health,
Statesboro**

Monday:

| | Topics | |
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| 4:00PM | PR within your community and social media/networking | |
| 5:00PM | Public Speaking and Media Training | |
| 6PM | Adjourn | |
| 6:30PM | Dinner - Working with the media- Guest speaker | |
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Tuesday

| | Topics | |
|---------|--|--|
| 8AM | Review of Day 1 | |
| 8:30AM | Disaster Planning and Emergency Preparedness | |
| 10AM | Catastrophe Simulation | |
| 11:30AM | Crisis Response | |
| 12:30PM | Networking Lunch | |
| 1:30PM | Mass Casualty Incidents | |
| 3PM | Responding to challenges and problems | |
| 4PM | National EMS and EP Organizations | |
| 5PM | Assign Evening Class Project | |
| 6PM | Adjourn | |
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Wednesday:

| | Topics | |
|--------|---|--|
| 8AM | Review of Day 2 and Assignment | |
| 9AM | Resource Assessment and Management | |
| 10AM | Identification of Resource Opportunities (Grants) | |
| 12PM | Lunch - Maintaining Governmental Relationships | |
| 1PM | Mutual Aid; Maintaining Relationships | |
| 2:30PM | Public Health: State, District and Local; Roles | |
| 3:30PM | State Office of EMS update | |
| 4:30PM | Governmental Reporting | |
| 5:30PM | Adjourn | |
| 6:30PM | Dinner – The Georgia General Assembly | |

Thursday:

| | Topics | |
|--------|--|--|
| 8AM | Review of Day 3 | |
| 8:30AM | Managing for Performance: Practical Applications | |
| 10AM | Results-driven operations | |
| 12PM | Lunch – Topic TBD | |
| 1PM | Technology and EMS | |
| 3PM | Meeting expectations | |
| 4PM | Organizational sustainability | |
| 5PM | Succession Planning | |
| 6PM | Adjourn | |
| 6:30PM | Class dinner and Recognition | |
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Friday

| | Topics | |
|--------|--------------------------------|--|
| 8AM | Review of Module 4 | |
| 9AM | Further Training and Education | |
| 9:30AM | EMS Director Alumni | |
| 10AM | Evaluation | |
| 11AM | Adjourn | |
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