

Team Member Development Catalog



Wellstar
HEALTH SYSTEM

Explore Your Development Opportunities

We hope you'll explore the many opportunities outlined in this catalog aimed at helping you grow and develop in your career at Wellstar. The following pages provide a reminder of our values and an overview of the 3E Development Model and 3E Development Activities to prompt your thinking about growth. Various education opportunities are available through eSource, SuccessFactors and LinkedIn Learning, including those specifically for nursing. These resources continually expand, so check back often.

Values

WHAT THEY ARE:

- We bring our mission and vision to life in our everyday work through our values – they are the qualities we embody at our best.
- Our values are compelling and memorable – nurturing our culture, the heartbeat of Wellstar.

HOW WE USE THEM:

- Our values are meant to be our mission and vision in action – they are the behaviors we demonstrate to enhance the health and well-being of every person we serve and deliver world-class healthcare to every person, every time.
- We will use our values every day to help us be intentional in our interactions with one another and with our patients and consumers.

WHAT THEY MEAN FOR YOU:

- Our values are who we are at our best. These are the words that guide and direct our organization, our culture and link to our brand.



We serve with compassion.

We recognize the significance of every interaction and give the kindness we all deserve.

IN ACTION:

- Listening actively and attentively
- Building trust in relationships by showing you care
- Engaging with other in ways that are meaningful to them



We pursue excellence.

We raise the bar and set new standards for the care we provide, the experiences we create and the solutions we deliver.

IN ACTION:

- Working together to achieve the highest level of quality and safety every time
- Gaining new skills to make our work even better
- Delighting our patients and consumers



We honor every voice.

We use the diverse perspectives, experiences and identities of our patients, consumers and team members to unlock our fullest potential.

IN ACTION:

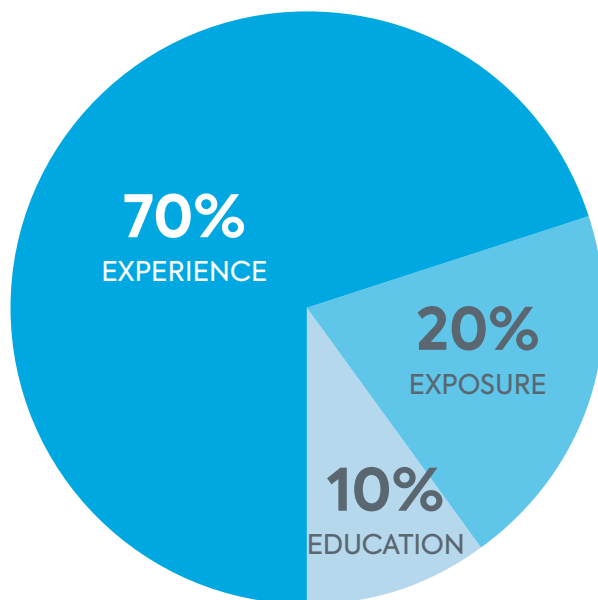
- Seeking the opinions and ideas of others
- Making it easy for team members to contribute
- Celebrating the things that make us different

DEVELOPMENT AT WELLSTAR: The 3E Development Philosophy

At Wellstar, we use the “3E” development philosophy. This model groups development activities into three categories: Experience, Exposure and Education. 3E Development activities work best when coordinated together, speeding the development of the targeted behavior:

- 70% of learning and development takes place from real-life and on-the-job experiences, tasks and problem solving. This is the most important aspect of any learning and development plan.
- 20% of development should occur through exposure opportunities: feedback, coaching, mentoring and networking.
- 10% of development should occur through education: formal training classes, programs, eLearning courses, books.

This development tool kit provides an assortment of 3E ideas and suggestions for a variety of career development areas. Select those that support your Individual Development Plan (IDP).



Experience - 70%

- Stretch & challenging assignments
- Cross-regional & cross-functional projects
- Regional rotations (short term)
- Job changes
- Special projects or processes

Exposure - 20%

- Feedback (including peers)
- Social networking
- Mentoring
- Job shadowing
- Coaching

Education - 10%

- Courses
- Readings
- eLearning

3E Development Activities

Partner with your leader to identify activities that will be most meaningful to you and the needs of our organization.

Experience (70%)	Contribute to decisions outside your area of authority (work on a committee, partner with other teams).
	Ask your leader to delegate new work to you.
	Offer to take on new and challenging projects/assignments, including cross-functional assignments.
	Seek out ways to be a change agent for a specific initiative.
	Speak at internal or external events.
	Take on new and/or increased responsibilities.
	Learn the roles of others by shadowing or partnering on a project.
	Learn the roles of different departments within the business (shadowing, interviews).
	Become a subject matter expert or “go-to resource” on a new skill or process.
	Offer to train others on your team and create helpful tips, tools and resources to enhance learning.
	Offer to help onboard new team members to your team to help them assimilate quickly.
	Become a team member on a project where you have no expertise.
	Get actively involved with team or committee meetings.
	Introduce new and creative ways of working – (i.e., submit an EPMO Grassroots idea).
	Work in groups to solve real business issues -- (i.e., implement EPMO Grassroots idea).
	Cover for others’ roles while they are out of the office.
	Participate in external organizations – professional, social, community, committee, volunteer, etc.
	Seek ways to network and interact with your team and other teams.
	Investigate joining a Shared Governance Council, Professional Development Council, etc.
	Seek out mentoring opportunities through internal and external sources.
Take on a temporary assignment in another department (i.e., cross-functional assignment).	
Research and share best practices, trends and knowledge from other industry leaders in your everyday work. Synthesize the information to present to your leader and/or team.	
Exposure (20%)	Seek out coaching and feedback regularly.
	Receive informal coaching from peers and colleagues.
	Seek feedback from others on performance and outputs.
	Seek mentoring and guidance from a leader or colleague with a greater depth of experience and knowledge.
	Share knowledge with others – what works, what doesn’t, etc.
	Offer to start a book club among colleagues, reading a relevant book on a topic of mutual interest.
	Take turns hosting the chapter discussions. Click here for suggestions.
	Learn from industry associations and key figures.
	Build and learn from your network – physical and social (Yammer, LinkedIn, etc.).
	Follow and actively participate in leading industry blogs – join the conversation.
	Gain more knowledge by downloading white papers and research papers.
	Watch YouTube videos on relevant topics (TED talks, skill-building videos, etc.).
Participate in your facility’s Diversity, Equity & Inclusion (DE&I) Council.	
Education (10%)	Attend Wellstar-sponsored courses and workshops.
	Attend industry-specific conferences and events.
	Attend live and recorded webinars and podcasts.
	Take Computer-Based Learning (CBL) courses.
	Acquire professional qualifications and certifications.
	Attend a college or university to obtain a degree or certification.
	Take self-directed courses (LinkedIn Learning).

Growing Your Career At Wellstar



Please note: You must be on the Wellstar network to access the career development site and most of the tools/resources referenced within the catalog.

At Wellstar, we're continuously raising the bar and setting new standards for the care we provide, the experiences we create and the industry-leading, life-changing solutions we deliver – including your personal and professional development. Take advantage of the resources available to empower your pursuit of excellence.



Your Career Website

[Your Career](#): A career development website with the resources and tools you need to succeed:
eSource > Organizational Learning > Your Career Home Page

- [Career Resources](#) – A variety of articles, blogs and short videos on career-related topics
- [Navigate Your Career](#) – View the Career Journey Model and associated activities



Webinars

Leader and team member webinars on key development topics are on the **Your Career Home Page**:

- [Career Development 101 Webinar Recording](#)
- [Career Development Webinar - Creating Your Own Individual Development Plan \(IDP\)](#)



LinkedIn Learning

All Wellstar team members have access to on-demand, online training from LinkedIn Learning. You'll discover resources to learn business, software, technology and creative skills to achieve personal and professional goals – at your own pace. See course recommendations starting on page 10 of this catalog, and find all courses in [SuccessFactors](#).



Wellstar Career Development Toolkits

Toolkits to navigate our processes and systems to support your growth and development:

- [Wellstar Development Toolkits](#)



Educational Assistance

The [educational assistance program](#) helps Wellstar team members get back in the classroom. Educational assistance supports and encourages team members to continue their education in job- or Wellstar-related fields of study. All applications for assistance are processed through EdAssist in accordance with **HR Policy #5038**.

LeaderSkill

Coming soon for all team members

Our LeaderSkill development series provides skill-building opportunities for our leaders at the supervisor level and above. Each LeaderSkill series provides live, virtual training classes along with on-demand resources. Resources may include podcasts and videos featuring Wellstar subject matter experts and recommendations for articles, books and videos for leaders to continue their learning. LeaderSkill topics rotate every six weeks and are based on Wellstar's existing leadership competencies and Mission, Vision and Values. Elements of our LeaderSkill series will be made available to team members in the summer of 2022.

Clinical Career Development Opportunities

Accelerated Clinical Career Pathways

At Wellstar, we appreciate all our team members do – for our patients, the community and one another. Each day, they provide personalized care for patients at every age and stage of life. We want to offer that same support in return – and one way we do that is by offering various paths and opportunities to grow your career. Your personal and professional development are important to us. We want to invest in you! Find out more at wellstarclinicalpathways.com.

Our Certified Nursing Assistant (CNA) and Certified Medical Assistant (CMA) training programs offer opportunities to advance your skills and grow your career with Wellstar. You'll get paid while you train and become a full-time team member once you complete your program and certification is achieved.



[Watch this video](#)
to learn more.



Clinical Career Development Opportunities

Certified Nursing Assistant (CNA) Program

CNAs are integral in providing the best possible care to our patients.

In partnership with Technical Colleges in the State of Georgia (TCSG), Wellstar offers a program that helps anyone interested in pursuing a career as a CNA. Using a regional approach (technical schools that feed into our facilities), Wellstar helps start you on a successful CNA pathway.

Eligible Team Members:

- Six months of Wellstar service in a clinical or non-clinical role
- No clinical experience required
- Interest in progressing to a Care Partner position and gaining CNA certification
- Willing to serve Wellstar as a CNA for one-year after program completion
- High School Diploma or GED/Equivalent (*educational assistance available, if needed*)
- Successful completion of the program course requirements and the state written and skills examination leading to CNA certification

Program Highlights:

- Accelerated CNA curriculum
- 110 course hours over four to seven-and-a-half weeks (virtual/clinical/state testing)
- 100% of tuition cost covered
- Team member participants will maintain current pay while in the program

Interested team members should:

- Find out more about the program at wellstarcnacareers.com
- Apply for CNA Program here: [Wellstar CNA Trainee](#)

Additional Clinical Career Development Opportunities will be featured in future editions.

YOU CAN be a CNA

We will help you pursue a career in patient care as a Certified Nursing Assistant.



Nursing Development Opportunities



Preceptor Pathways

Interested in helping to grow and develop the next generation of nurses? Consider becoming a preceptor. The preceptor course consists of two parts:

- **Part 1:** Interactive, engaging online modules focused on what you need to know
 - Roles, responsibilities & realities
 - Strategic precepting
 - Coaching for competency & performance
 - Precepting challenges
- **Part 2:** Live four-hour workshop offered monthly at Wellstar Development Center or virtually. Separate registration required.

For more information, view the [Course Flyer](#). Visit [SuccessFactors](#) to sign up.



NCharge Program – Charge Nurse Education

Becoming a charge nurse is a great way to continue your career and professional development. NCharge is for nurses looking to build management and leadership skills and/or those who want to learn about the business-related aspects of nursing. This virtual program consists of two four-hour courses, as well as a strengths-based leadership assessment.

- **Critical Thinking Skills for Charge Nurses:** Decision-making and critical thinking skills integrated with the charge nurse role in driving resource management and process improvement.
- **Supervisory Skills for Positive Outcomes:** Confident communication, conflict management and time management and delegation strategies integrated with patient safety and prevention of hospital-acquired conditions

Visit [SuccessFactors](#) to sign up.



Nurse Residency Program (NRP)

This 12-month systemwide program is designed to support and professionally develop ALL new graduate Registered Nurses joining Wellstar. Accredited through the American Nurses Credentialing Center's Practice Transition Accreditation program, the program facilitates experiences and learning that contribute to new nurses' understanding and management of professional concepts.

Courses include:

- Conflict resolution
- Empathy & patient experience
- Stress management & resiliency
- Ethics & end of life
- Diversity & inclusion
- Professional identity/development

Reach out to the Center for Nursing Excellence to learn more:

centerfornursingexcellence@wellstar.org



Specialty Fellowships

Wellstar offers two types of Specialty Fellowships: One is designed to support new-to-practice nurses who have recently graduated from nursing school, while the other is designed to assist new-to-specialty, or transition, nurses who have more than six months of nursing experience but are changing their area of focus. Both fellowships are delivered through a blend of virtual classes led by specialty champions and are structured using evidence-based practice modules from specialty content.

Specialty tracks include: Acute Care, Critical Care, Emergency, Women's (Labor & Delivery/Mother Baby), NICU, Perioperative and Cardiovascular.

Reach out to the Center for Nursing Excellence to learn more:

centerfornursingexcellence@wellstar.org

Continued on page 8

Nursing Development Opportunities (Continued)



Healthstream CE Unlimited

CE Unlimited through Healthstream offers continuing education and contact hours on a wide range of clinical topics. This resource is located on eSource on the left side of the Home page.



Professional Certifications

The Center for Nursing Excellence maintains a webpage dedicated to supporting professional nursing certifications, including a list of supported certifications, resources for initial certification and renewal, and certification preparation resources. [Center for Nursing Excellence- Nursing Certification Information](#)

VIRTUAL LEARNING FOR ALL

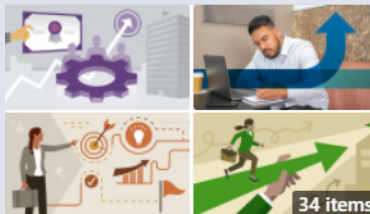
Over 8,000 LinkedIn Learning, On-Demand Courses



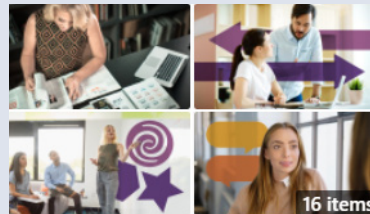
Connect Through SuccessFactors

We heard you! Thank you for completing the Learning Needs Analysis in GAMES. From that information, we identified the top 10 topics most important to YOU and your career development. See an overview of some of the most relevant courses on the following pages.

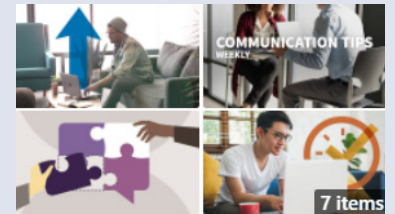
Explore these collections already created for Wellstar team members:



[Career Development at Wellstar](#)



[Giving & Receiving Feedback](#)



[Working Remotely](#)



[Creating SMART Goals](#)



[Diversity, Equity & Inclusion](#)



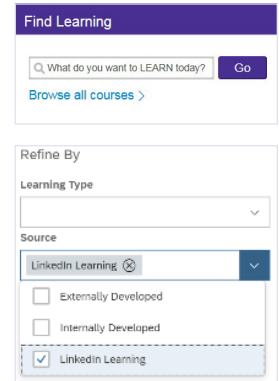
[Happiness at Work](#)

Locating and Using LinkedIn Learning in SuccessFactors

All Wellstar employees now have access to on-demand, online training from LinkedIn Learning. **LinkedIn Learning runs on Chrome only!**

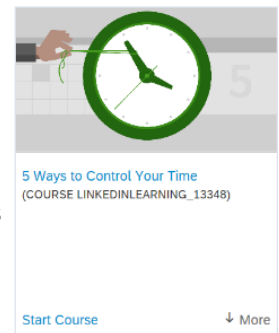
To Locate LinkedIn Learning Courses in SuccessFactors

1. In the **Find Learning box**, select **Browse all courses >**.
2. There are two ways to locate courses that are listed in SuccessFactors. **Note that not all LinkedIn Learning courses are listed in SuccessFactors.** There are over 5,000 courses you can locate once you are in LinkedIn Learning.
 - a. **By Topic:** Type the topic in the search box and press **Enter**
 - b. **By LinkedIn Learning content:** Select **Source** and select **LinkedIn Learning** and **Enter**.



To Watch LinkedIn Learning Courses

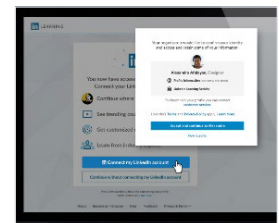
1. Select the title to learn more about the course. From there, you can **Assign to Me** for later or begin the course by selecting **Start Course**, or...
2. Select **Start Course** to begin the course from this view.
3. Either technique will result in the course showing as complete in your SuccessFactors records.
4. SuccessFactors has some courses already loaded in SuccessFactors, but there are thousands of other courses available! Go to one of the courses in SuccessFactors first, which then takes you to LinkedIn Learning, or go straight to LinkedIn Learning from the internet and log in (instructions below).



First Time Activation

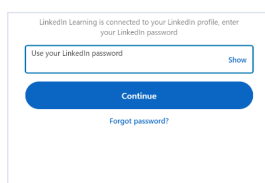
During the activation process, you will have the option to connect a LinkedIn account to your LinkedIn Learning account. If they do not have a LinkedIn account, you will be able to create one. The benefits of connecting a LinkedIn account include:

- A more personalized learning experience that includes special course recommendations for you based on job title, skills, and industry.
- Discoverable and relevant learning content within the LinkedIn.com experience (e.g., in the feed) to keep learning top of mind and easy to access.

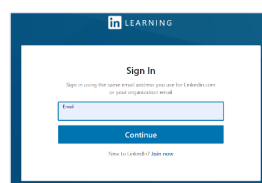


Three Ways to Login from LinkedIn Learning

1. [Click here](#) to sign in with your **Wellstar email**.



2. If you have previously registered your LinkedIn account with LinkedIn Learning, you may need to enter your **personal LinkedIn account password**.



3. Select **Sign in with Single Sign-On**.



Helpful Links

[Get to Know LinkedIn Learning](#)

For questions, contact lead@wellstar.org

LinkedIn Learning Courses	Top 10 Development Requests										Values		
	Communication & Building Trust	Problem Solving	Leading When You're Not in Charge (Core Leadership Skills)	Difficult and/or Crucial Conversations	Resiliency and Stress Management	Leading Projects & Influencing Others	Patient & Consumer Experience	Emotional Intelligence	Working Remotely	Learning about Ldrshp/ Mngmnt at Wellstar	We Serve with Compassion	We Pursue Excellence	We Honor Every Voice
Effective Listening	X			X				X			X		X
Improving Your Listening Skills	X			X				X					X
Communicating with Diplomacy and Tact	X			X									X
Communicating with Empathy	X			X									X
Working with Upset Customers	X						X					X	X
Developing Self-Awareness	X							X				X	
Developing Your Emotional Intelligence	X							X				X	
Giving and Receiving Feedback	X									X	X		X
Building Trust	X									X	X		
Building Your Credibility	X									X	X		
Problem-Solving Techniques		X	X									X	
Solving Business Problems		X	X									X	
Prioritizing Your Tasks		X							X	X		X	
Critical Thinking		X								X		X	
Process Improvement Foundations		X										X	
Crafting Problem and Solution Statements		X											X
How to Give Negative Feedback to Senior Colleagues			X	X		X							X
Be More Productive: Take Small Steps, Have Big Goals			X		X							X	
Holding Yourself Accountable			X			X				X		X	
Leading Projects			X			X						X	
Leading without Formal Authority			X			X						X	

LinkedIn Learning Courses	Top 10 Development Requests									Values			
	Communication & Building Trust	Problem Solving	Leading When You're Not in Charge (Core Leadership Skills)	Difficult and/or Crucial Conversations	Resiliency and Stress Management	Leading Projects & Influencing Others	Patient & Consumer Experience	Emotional Intelligence	Working Remotely	Learning about Ldrshp/ Mngmnt at Wellstar	We Serve with Compassion	We Pursue Excellence	We Honor Every Voice
Managing Up, Down and Across the Organization			X			X						X	
Preparing to Lead: Developing Mental Toughness in Yourself			X					X				X	
Achieving Your Goals			X							X		X	
Cultivating a Growth Mindset			X									X	
Decision-Making Strategies			X							X		X	
Delivering Results Effectively			X							X		X	
Developing Your Professional Image			X									X	
Improving Your Judgment			X							X		X	
Making Quick Decisions			X									X	
Stepping Up to Leadership			X									X	
Successful Goal Setting			X										X
Acting Decisively			X									X	
Improving Your Conflict Competence				X				X					X
De-Escalating Intense Situations				X							X		
Having Difficult Conversations				X						X		X	X
Conflict Resolution Foundations				X									X
Fred Kofman on Managing Conflict				X									X
Improving the Value of Your Time					X	X						X	
Getting Things Done					X				X	X		X	
Building Resilience					X					X		X	
Building Resilience Through Stress Management					X							X	
Enhancing Resilience					X							X	

LinkedIn Learning Courses	Top 10 Development Requests										Values		
	Communication & Building Trust	Problem Solving	Leading When You're Not in Charge (Core Leadership Skills)	Difficult and/or Crucial Conversations	Resiliency and Stress Management	Leading Projects & Influencing Others	Patient & Consumer Experience	Emotional Intelligence	Working Remotely	Learning about Leadership/ Mngmnt at Wellstar	We Serve with Compassion	We Pursue Excellence	We Honor Every Voice
Managing Stress for Positive Change					X							X	
Project Management Starts with Laying Good Ground Rules						X						X	X
Adaptive Project Leadership						X						X	
Blending Project Management Methods						X						X	
Project Management Simplified						X						X	
Project Management: Solving Common Project Problems						X						X	
Influencing Others						X			X				X
Key Psychological Principles for Ethical Persuasion						X							X
The Science of Compassion: Compassionate Presence							X	X			X		
Listening to Customers							X		X		X		X
Thomas A. Stewart and Patricia O'Connell on Designing and Delivering Great Customer Experience							X				X		X
Building Rapport with Customers							X				X		
Customer Service: Handling Abusive Customers							X				X		
Customer Service: Problem Solving and Troubleshooting							X				X		
Customer Service: Serving Internal Customers							X				X		
Delivering Bad News to a Customer							X				X		
Developing a Service Mindset							X				X		
Managing Customer Expectations for Frontline Employees							X				X		
The Science of Compassion: Getting Started							X				X		
Customer Service Foundations							X						X



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