

Ambulance Service Manager Program
Onsite Week 1

DAY	SESSION
<u>Sunday</u>	
0800-1145	Welcome / Opening Introduction to ASM, Project & 360 EMS Foundations
1315-1645	Intro to Appreciative Inquiry DiSC Activity
1700-1800	Welcome Reception
<u>Monday</u>	
0800-1145	Leading Change High Reliability & Trust Case Study: Strategy to Action
1315-1645	Fleet Maintenance Materials/Supply Management
<u>Tuesday</u>	
0800 - 1145	Writer's Workshop I, II, III
1315-1645	Intro to Coaching Top 10 Teams
1800-2000	Leadership Cinema
<u>Wednesday</u>	
0800-1145	Pre-Planning for the Unexpected Leading Major Events Case Study
1315-1645	Building a Business Case & Project Management Case Study: PM
<u>Thursday</u>	
0800-1145	Recruitment/Retention Management Employee & Fleet Safety Case Study
1315-1645	Labor & Employment Law Liability Case Review/Risk Mitigation Case Study: EMS Law
<u>Friday</u>	
0800-1145	Process Improvement Service Defect Investigation
1315-1500	Working As A Team

Ambulance Service Manager Program
Onsite Week 2

DAY	SESSION
<u>Sunday</u>	
0800-0830	Welcome Back
0830-1145	Voice of the Customer Case Study
1315-1645	Budgeting, Economics of EMS & Compliance System Funding/Reimbursement Case Study
<u>Monday</u>	
0800-1145	Introduction to 9-1-1 Technology Administration of IT Case Study: Emergency IT
1315-1645	LPI 360 Reports 360 Feedback Planning
<u>Tuesday</u>	
0800-1145	Responsible Contracting for Ambulance Service/Accreditation Government Relations & Acumen Case Study: Participating in Your System Design
1315-1645	EMS System Drivers EMS System Design & Models Case Study: System Design
1800-2000	<i>Leadership Cinema</i>
<u>Wednesday</u>	
0800-1145	Using CAD, ePCR and Other Data to Manage Your system
1315-1415	Organizational Productivity/Time Mgmt
1430-1530	Work Life Balance
1545-1645	Emotional Intelligence
<u>Thursday</u>	
0800-1145	Group Project Presentations
1315-1645	Group Evaluations Generational Diversification in EMS Just Culture
1700-1800	<i>Celebration Reception</i>
<u>Friday</u>	
0800-1145	Out-of-Hospital Health Intervention IHI Model for Improvement Case Study
1315-1500	Live Into Your Future