



Reaching New Heights

TORCH Leadership & Management Institute
Annual Conference & Retreat
Lakeway Resort & Spa, Lakeway, TX
January 22-23, 2014



About TLMI

TORCH and the TORCH Foundation are pleased to host the 2014 TLMI Annual Conference & Retreat. The fundamental goal of every organization is to succeed. To stay successful it must continually engage and invest in organizational development to cultivate the talents of its most important asset—its staff.

It's a new year, new beginning, new YOU! Are you ready and prepared to lead your team and organization to success? Start off the New Year with a bang by joining us at this unique learning and networking event designed specifically for leaders who are focused on personal and organizational development and improvement, as well as individuals who aspire to enhance their leadership and managerial skills for personal and professional growth.

The program features a lineup of inspiring topics and outstanding presenters. Set at the beautiful Lakeway Resort & Spa in north Austin, this conference offers an interactive experiential learning and a one-of-a-kind networking event.

This year's event will focus on:

- Achieving the Impossible
- Culture and Transformational Change
- Transcending Traditional Leadership Molds
- Foundation for Building a Truly Collaborative, Results-Oriented Culture
- Two unique, team-building experiences from which to choose: mixology or salsa making
- The Power of Servant Leadership
- Taking it Home: Integrating Your New Leadership Skills
- Leading With Your Strengths

Attend and experience what others are missing. Whether you are an experienced or new healthcare executive, director, manager, professional staff or student, this leadership program is designed for you.

Conference Agenda

Wednesday, January 22

8:00-9:00 am

Registration Opens (Hot Breakfast)

9:00-9:10 am

Welcome & Introduction

Chuck Norris, CEO, Gonzalez Healthcare System, Gonzales, TX, TORCH Board Chair; David Pearson, President/CEO, TORCH, Austin, TX

9:10-10:10 am

Hearts on Fire: Achieving the Impossible

Billy Riggs, MRE, M.DIV., CSP, Founder & CEO, Billy Riggs, Austin, TX

What do remarkably effective leaders have in common? What is the single most important factor in success? In this spellbinding, provocative session using a blend of comedy, music, magic, training and motivation, learn how truly inspiring leaders achieve the impossible through the power of positively magical attitude. Gain practical techniques to motivate your staff, harness the power of optimism to fan the flames of employee morale, and inspire employee loyalty to become the employer of choice in your industry.

10:10-10:30 am

Networking Break (Refreshments Served)

10:30-11:30 am

Culture and Transformational Change

Michelle Bright, BA, Rural Division Leader, Studer Group, Gulf Breeze, FL

Transformational, meaningful organizational change often depends on developing a culture of excellence. In this session, learn how to develop and implement strategies to achieve true excellence and learn how to coach your staff to execute the operational tactics necessary to realize the desired results in a way that impart purpose in their work. Hear about practical, everyday application and techniques that can help foster employee engagement, improve care processes and raise employee and patient satisfaction. Prepare to be energized in this session!

11:30-1:00 pm

Awards Luncheon

1:00-2:00 pm

Transcending Traditional Leadership Molds

Jennifer Gray, PhD, Interim Dean, University of Texas at Arlington College of Nursing, Arlington, TX

What does it mean to be an inspiring leader and teacher in the modern time in the field of healthcare? A leader's journey often does not have one straight path. In this session, hear the journey of a respected, distinguished leader and educator, the wisdom and leadership lessons she's learned that have helped her transcend the traditional leadership mold, what it takes to succeed in today's healthcare environment and what this industry will demand of future of healthcare leaders.

2:00-3:30 pm

Foundations of a Collaborative Culture: Communications and the Art of Conflict Resolution

Jamie Notter, MS, Consultant, Speaker, Author, Gaithersburg, MD

As leaders you invest in your staff, increase their employability, and improve their ability to get things done—and in the process, help your whole organization perform better. This special session provides a framework for developing key areas of organizational culture that support and foster the kind of collaboration you need in order to be successful today: Learn about effective communications skills in the digital age, including how to structure internal meetings, translate and understand information at different levels of the management hierarchy, and avoid common pitfalls around email use. Also, learn the art of conflict resolution, how to recognize, accept and manage conflict without all the drama. The session will dig deeply into communication and conflict through interactive exercises and real-life scenarios. Don't miss out!

Conference Agenda

Wednesday, January 22 Continued

- 3:30-5:00 pm **Team-building Experience: Option 1 – Mixology; Option 2: Salsa Making (attendees sign up for one)**
We are excited to offer two team building events this year—a Salsa Making and a Mixology Contest. This is a fun way to entertain, motivate and help attendees to get to know each other while focusing on team work and leadership skills. Space is limited to 40 per activity, so please register early to ensure participation. Both will be judged, with winners gaining bragging rights.
- 5:00-6:00 pm **Networking Reception**

Thursday, January 23

- 7:30-8:30 am **Breakfast**
- 8:30-9:30 am **Serve to be Great: The Power of Servant Leadership**
Matt Tenney, Author of Serve to be Great, International Keynote Speaker, Trainer with the Perth Leadership Institute, Gainesville, FL
In this inspiring yet content-rich program, Matt will illustrate the power of servant leadership through his fascinating journey to discover the power of a life devoted to serving others. Learn how to improve your capacity for servant leadership, and how that shift results in greater success as a leader as well as greater happiness. Drawing on insights from his experiences as a prisoner, monk, and social entrepreneur, as well as from some of the best workplace cultures in the world, you'll walk away with powerful ideas and tools for developing the leadership skills that result in a highly engaged, highly innovative, highly successful workplace culture.
- 9:30-10:30 am **Taking it Home: Integrating Your New Leadership Skills**
Brock Slabach, FACHE, Senior Vice-President, National Rural Health Association, Kansas City, KS
By the end of every leadership institute or training session you attend, you are left with an enormous amount of information and very little time to implement it. Come to this session and hear from a seasoned hospital administrator about how you can take this new knowledge, prioritize it and put it to work immediately. Your TLMI experience will be even more gratifying when you see how your new found skills can inspire your team and help them succeed.
- 10:30-12:30 pm **Leading With Your Strengths Workshop (Additional \$15 registration fee)**
Geoff Tumlin, Ph.D., President & Founder, On-Demand Leadership and Mouthpeace Consulting Austin, TX
This two-hour special course is designed especially for those interested in discovering their innate leadership strengths—and we all have them! Using the Strengths-Based Leadership book, which comes with a scientifically sound online strengths assessment, you can uncover your unique areas of natural leadership strength. The results from your assessment will be used as the foundation from where you will learn much more about your leadership strengths, what those strengths suggest for your natural leadership style, and how you can use your innate strengths to improve your overall leadership effectiveness. Don't miss out on this unique self-discovery opportunity! Space is limited. See registration page online for detail. <http://conta.cc/18CpDMW>
- 12:30 pm **Adjourn**

Registration Details

Cost is \$125 per person, \$50 for students. For a limited time only, register one person and receive a complimentary registration for the second person.

Register online for TLMI at:
<http://conta.cc/18CpDMW>

Location & Hotel Information

The conference will be held at the Lakeway Resort & Spa, located at 101 Lakeway Dr., Lakeway, TX 78734. The special conference rate of \$129, is reserved for TLMI attendees. Reserve your room by calling 512-261-6600 or going online to:
<http://bit.ly/18i6QWZ>

Contact Information

For conference program information, contact Quang Ngo at quang@torchnet.org. For registration information, contact Rose Valenzuela at rose@torchnet.org.

Continuing Education Credit

A certificate of attendance will be provided to all participants, which can be used to claim CE credits from professional associations and state licensing boards. This program provides: 7 hours of CE units for CPAs from the Texas State Board of Public Accountancy: sponsor # 04763, no preparation required; and 7 hours of pre-approved ACHE Qualified Education credit for this program toward advancement or recertification in the American College of Healthcare Executives. Participants in this program wishing to have the continuing education hours applied toward ACHE Qualified Education credit should indicate their attendance when submitting application to the American College of Healthcare Executives for advancement or recertification.



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Lakeway Resort & Spa
101 Lakeway Dr.
Lakeway, TX 78734
512-261-6600
Hotel Deadline: January 7

**Buy 1
registration,
get 1 FREE until
12/31!**

Register online:
<http://conta.cc/18CpDMW>



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