Course Name:	Operational Leadership Program – CSM HH - Pilot July - November Fall 2018		
Date:			
Class Unit:			
Faculty:	**Pillar**	**Topic**	**Date**
Nikki Wisniewski		Kick Off	June 28
Redacted	People	Schedule Management Simplified	July 19, 2018 3-4 pm
	People	Collaborating with Clinical Manager	July 26, 2018 3-4 pm
	Service	Impacting Client Experience	Aug 9, 2018 3-4 pm
	Service	Employee Recognition	Aug 23, 2018 3-4 pm
	Quality	COPs	Sept 13, 2018
	Growth	Candidate Experience	October 4, 2018 3-4 pm
	Growth	Collaboration with sales team and WTSM	October 18, 2018 3-4 pm
	Finance	HH Reimbursement Model	Nov 1, 2018 3-4 pm
	Finance	Analyzing Key Reports and Dashboards	Nov 8, 2018 3-4 pm

This course syllabus outlines the requirements and activities to complete the Operational Leadership Program CSM course.

OLP CSM Syllabus

Qualifications for Participants (from CSM job description)

○ Exemplifies characteristics of The BAYADA Way; compassion, excellence and reliability.
○ Four (4) year college degree.
○ Demonstrated record of strong interpersonal skills.
○ Demonstrated record of goal achievement.
○ Demonstrated record of successfully taking on more responsibility with positive results and ambition to grow past current position.
○ Prior supervisory experience.
○ Prior health care, home care and recruiting experience is a plus.
○ Competence in basic PC skills required to perform job functions.
○ Wonderlic score greater than or equal to twenty-four (24).
○ Acceptable results on Profile XT.
○ Ability to read, write and effectively communicate in English.

Supplies

○ Private conference room or space where you can participate in virtual classroom sessions. Allow approximately 1 hour per session.
○ Headset which allows you to hear and participate in the group discussions and faculty presentations.
○ Webcam (built in or external) for virtual attendance in classrooms.

Responsibilities and Policies

Participant Responsibilities

○ Complete *Competency Assessment* prior to start and end of program with the sponsor
○ Be on time to class
○ Find a quiet and private space so you can comfortably participate in virtual classrooms
○ Notify your team and make sure you have coverage so you can attend virtual classroom
○ Complete all assignments
○ Participate in group discussions

What is experiential learning?

Participants will use knowledge and skills gained in virtual classrooms to apply in direct experiences outside of the traditional classroom setting. Experiential learning encompasses a variety of role related activities. All activities have fully structured guidelines to support learning. Refer to the Home Health Playbook for guidelines and due dates.

Sponsor Responsibilities

○ Complete *Competency Assessment* prior to start and end of program with the participant
○ Prepare office team to support CSM's involvement in the program (provide coverage so CSM can attend class)
○ We strongly encourage you to use the monthly 1:1 to validate progress in learning and applying knowledge/skills to their job.
○ Collaborate with Program Administrator and Mentor to complete the *Engagement Assessment*
○ Support participant's involvement in the program (assist in their ability to attend the class)

Cohort Lead Responsibilities

○ Provide feedback for roundtable discussions to discuss participant progress and development in role
○ Collaborate with Program Administrator and Sponsor to complete the *Engagement Assessment*
○ Meet with participant bi-weekly to discuss the following program topics:

PEOPLE:	Discuss leading and managing schedules and collaborating with CM
SERVICE:	Discuss how to improve team recognition and client experience
QUALITY:	Discuss COPs
GROWTH:	Discuss the candidate experience and collaborating with sales team
FINANCE:	Discuss HH reimbursement model and key financial reports

Graduation Requirements

Participants are required to achieve a minimum 80% rating in Attend Virtual Classrooms and a 100% rating in Attend Cohort Meetings and Complete Experiential Learning to   graduate.

Measure	Requirements	Details
Participation	Attend virtual classrooms (total classes: 9)	Participants must attend 7 of the 9 classes to graduate (80%) No credit for virtual class if signed in greater than 15 minutes late.
	Attend cohort meetings (total cohort meetings: 9)	Participants must attend 7 of the 9 cohort meetings to graduate (80%)
	Complete EL worksheets (total ELs: 3)	Participants must complete all ELs to graduate (100%)
Engagement	*Engagement Assessment* completed during Performance Round Table discussions in the middle of the program and end of the program.	Program administrators, sponsor and cohort leads will assess participant's attention and commitment to learning and applying their new skills and knowledge in real life situations.
Competency	*Competency Assessment* completed by participant and sponsor at the start of the program and at the completion of the program. The goal is 70% competency rating across all class topics.	Each competency included in the assessment has a learning feature in the program.

Faculty Responsibilities

○   Communicate all classroom guidelines clearly to program administrators as well as any changes, notifications and reminders as necessary.
○   Create any handouts, PowerPoints or visual aids using BAYADA standards.

Resources for Participants

Contact IS (IS@bayada.com) for questions with Zoom.
Contact VPO office (vpo@bayada.com) for CSM program questions or comments.