

## **Northern Lights 2022: Pan Northern Leadership Forum**

### **Leading with Self: Moving from Fear to Personal Learning**

#### **Territory Acknowledgement**

The Northern Ontario School of Medicine respectfully acknowledges that the entirety of the School's wider campus of Northern Ontario is on the homelands of First Nations and Métis Peoples. The medical school buildings at Laurentian University and Lakehead University are located on the territory of the Anishinabek Nation, specifically Atikameksheng and Wahnapiatae First Nations and Fort William First Nation.

#### **Day 1 – February 24, 2022 (Note: All times are EST)**

12:45 pm	<b>WebEx Gathering</b>
1:00 pm	<b>Welcome</b> Sarita Verma BA LLB, MD, MD, CCFP, FCFP James Goertzen MD, MCISc, CCFP, FCFP
1:10 pm	<b>Operation Remote Immunity: Leadership and planning</b> Presenter: Homer Tien MD, MSc, FRCPSC  <b>Description:</b> The mission of Operation Remote Immunity (ORI) was to provide COVID-19 immunizations to 32 Northern Ontario remote, fly-in Indigenous communities. Success required precise planning and multiple collaborations. Ornge and the Nishnawbe Aski Nation (NAN) were co-leads for a large multidisciplinary team which garnered widespread stakeholder support – with Indigenous communities, academic organizations, and NGOs along with provincial and federal government departments. Within a timeframe of 16 weeks, ORI provided Indigenous communities with a high level of vaccination coverage and protection against COVID-19. Leadership considerations including the importance of planning, identifying key principles, and ensuring cultural safety will be discussed along with important lessons learned.  <b>Learning Objectives:</b> <ol style="list-style-type: none"> <li>1. Demonstrate the importance of planning in leadership.</li> <li>2. Identify leadership skills for engaging and obtaining the support of key stakeholders.</li> <li>3. Discover leadership practices relevant to leading in Northern Ontario.</li> </ol>

## Day 1 - Continued

2:00 pm	<b>Health Break</b>
2:10 pm	<p><b>The why, what, and how of coaching: Coaching mindset and active listening</b>  <b>Presenter:</b> Amanda Bjorn BA, BSc(OT), RCC™, BCACC™  <i>*Includes coaching skills breakout groups of 5 attendees</i></p> <p><b>Description:</b>  The coaching approach to leadership is correlated with a positive impact on the “climate” of the work environment. Emerging leadership megatrends expedited by the pandemic call for an increased emphasis on the coaching approach. Health care workers and patients are desperate to interact with leaders and clinicians who lead with positivity, curiosity, compassion, and the human side of leadership. Key aspects of the coaching approach build psychological safety and trust in the clinical, educational, and administrative settings. Fundamental skills to a coaching approach are the coaching mindset and active listening.</p> <p><b>Learning Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Discover the positive impact of the coaching approach to people, relationships, and climate.</li> <li>2. Distinguish the differences between coaching, mentoring, therapy, and consulting.</li> <li>3. Practice the coaching mindset and active listening skills.</li> </ol> <p><b>(approx. 2:45 p.m.)</b>  <b>Breakout group coaching skills: Introductions &amp; active listening</b>  Active listening is a foundational coaching skill. Effective listening is both attuned and adept. Listening is not simply passively hearing. There is action in listening. Listening can occur on three levels. <i>Level 1 (Listen to me):</i> our awareness is on ourselves. <i>Level 2 (Listen to you):</i> our focus and attention are on the other person. <i>Level 3 (Listen to all):</i> with intentional practice, paying attention to what the other person says, what they mean, their context, and our relationship.  <i>During this breakout group, after brief introductions, active listening will be practiced. Two attendees will take turns describing their dream vacation in 2-3 minutes with others actively listening and observing. Debriefs will provide opportunities to share reflections and learnings.</i></p> <p><a href="#"><u>Three levels of listening handout</u></a></p>
3:25 pm	<b>Health Break</b>

## Day 1 - Continued

3:35 pm	<p><b>Leading and coaching through COVID-19</b>  <b>Presenter:</b> S. Zaki Ahmed MD, FRCPC, FCCP, CCPE, MHSc</p> <p><b>Description:</b>  The COVID-19 Pandemic created extraordinary challenges for leaders with rapid, constant, and disruptive change now the norm. As leaders do not have all the answers, a coaching leadership approach empowers individuals and teams to collaboratively identify solutions to the challenges of COVID-19 by developing new skills which can support innovation. To be successful, it is critical the leader as coach adopts a growth mindset for both themselves and their followers. Key leadership skills include the ability to develop trusting relationships, listen to understand, and ask good questions.</p> <p><b>Learning Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Describe the impact of a coaching leadership style.</li> <li>2. Identify key coaching skills within a leadership context.</li> <li>3. Demonstrate the attributes of a leader with a growth mindset.</li> </ol>
4:25 pm	<p><b>Reflections</b>  James Goertzen MD, MCISc, CCFP, FCFP</p>
4:30 pm	<p><b>Hallway Conversations &amp; Networking</b>  Informally chatting with presenters and colleagues or broadening your leadership networks is a key feature of Northern Lights. Have a question for one of the presenters or NOSM faculty member, wondering about other resources to continue your learning, interested in sharing your perspectives, or hearing other view points; join an informal conversation on a topic of interest.</p> <ol style="list-style-type: none"> <li>1. <b>Leading through crisis with Drs. Homer Tien &amp; Zaki Ahmed (Host Dr. Annelind Wakegijig)</b></li> <li>2. <b>Coaching skills for leaders, preceptors, and clinicians with Amanda Bjorn (Host Dr. Melanie Squarzolo)</b></li> <li>3. <b>Supporting women leaders at NOSM with Drs. Sarah McIsaac &amp; Barb Zelek</b></li> <li>4. <b>Leadership tips for emerging leaders with Drs. Stacy Desilets &amp; James Goertzen</b></li> </ol>
5:00 pm	<p><b>Closing</b></p>

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#### **Day 2 – February 25, 2022 (Note: All times are EST)**

12:45 pm	<b>WebEx Gathering</b>
1:00 pm	<b>Welcome</b> James Goertzen MD, MClSc, CCFP, FCFP
1:10 pm	<b>Indigenous perspectives on leadership and wellness</b> <b>Presenter:</b> Cornelia (Nel) Wieman MD, MSc, FRCPC  <b>Description:</b> The concept of two-eyed seeing is becoming more familiar to health professionals, most frequently in the provision of health services. Two-eyed seeing is to see from one eye with the strengths of Indigenous ways of knowing, see from the other eye with the strengths of Western ways of knowing, and to use both of these eyes together. This concept can be applied to a variety of contexts including medical education, leadership, and wellness. Indigenous ways of being and knowing can add value and impact to professional development as leaders grounded in wellness.  <b>Learning Objectives:</b> 1. Describe the concept of two-eyed seeing. 2. Apply two-eyed seeing to leadership practices within clinical and educational settings. 3. Discover how Indigenous perspectives can impact ones approach to wellness as a leader.
2:00 pm	<b>Health Break</b>



## **Day 2 - Continued**

	<p>(approx. 2:45 p.m.)</p> <p><b>Breakout group coaching skills: Asking powerful questions</b></p> <p>Powerful questions are a reflection of active listening and understanding the other person's perspectives. Powerful questions are open-ended with no hidden agenda, meant to assist the receiver of the question, and often begin with 'what' or 'how'. Powerful questions presume positive intent, create great clarity, encourage the possibility of new learning, and move the receiver of the question toward what they want. <i>During this breakout group, asking powerful questions will be practiced. Two attendees have an opportunity to experience some micro coaching by taking turns describing a small problem (3-4 minutes) involving a colleague, a situation at home, or anything goes. Other attendees will ask powerful questions and observe. Powerful questions to consider: What's on your mind? And what else? What's the real challenge here for you? What do you want? How can I help? Debriefs will provide opportunities to share reflections and learnings.</i></p> <p><a href="#">Asking powerful questions handout</a></p>
3:25 pm	<b>Health Break</b>
3:35 pm	<p><b>To Tweet or not to Tweet -- @jkwan_md</b></p> <p><b>Presenter:</b> Jennifer Kwan MD, CCFP</p> <p><b>Description:</b></p> <p>Social media is an effective advocacy communication tool to amplify key messages and reach a broad audience. With the explosive growth of social media platforms, potential influence extends far beyond millennials to audiences of all ages and walks of life. Dr. Jennifer Kwan is known for her daily synthesis of Ontario publicly available COVID-19 data into a series of accessible graphs via Twitter. Jennifer will explore her social media experiences, strategies, and challenges - identifying social media goals, preventing advocacy gaffes; and implementing safety approaches to address online hate and threats.</p> <p><b>Learning Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Describe social media advocacy principles and tools.</li> <li>2. Demonstrate strategies to prevent advocacy gaffes: What to do and what not to do.</li> <li>3. Implement safety approaches to address social media online threats.</li> </ol>

## **Day 2 - Continued**

4:25 pm	<b>Reflections</b> James Goertzen MD, MCISc, CCFP, FCFP
4:30 pm	<b>Hallway Conversations &amp; Networking</b> Informally chatting with presenters and colleagues or broadening your leadership networks is a key feature of Northern Lights. Have a question for one of the presenters or NOSM faculty member, wondering about other resources to continue your learning, interested in sharing your perspectives, or hearing other viewpoints; join an informal conversation on a topic of interest. <ol style="list-style-type: none"> <li><b>1. Indigenous leadership and wellness with Dr. Nel Wieman (Host Dr. Annelind Wakegijig)</b></li> <li><b>2. Coaching skills for leaders, preceptors, and clinicians with Amanda Bjorn (Host Dr. Jack Haggarty)</b></li> <li><b>3. Social media skills for leaders with Dr. Jennifer Kwan (Host Dr. Sarah Newbery)</b></li> <li><b>4. My leadership journey with Dr. Sarita Verma (Host Dr. Stacy Desilets)</b></li> </ol>
5:00 pm	<b>Closing</b>

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### **Accreditation Statement:**

This one-credit-per-hour Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by the Continuing Education and Professional Development Office at the Northern Ontario School of Medicine for up to 7 Mainpro+ credit(s).

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the Continuing Education and Professional Development Office at the Northern Ontario School of Medicine. You may claim a maximum of 7 hour(s) (credits are automatically calculated).