

2023 Nebraska Healthcare Administrative Professionals Conference

Wednesday, April 19, 2023 | 8:30 a.m. - 3:00 p.m.
Younes Conference Center | Kearney, NE

Every day, in your role as a health care administrative professional, you exceed standards of excellence by providing outstanding support to your facilities. You are integral to our hospitals and this conference is intended to honor your special dedication as well as inspire and educate you in helping to maximize your career potential. Mark your calendar!

PROGRAM AGENDA

8:30 - 9:15 a.m.

Registration & Breakfast

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9:15 - 9:30 a.m.

Jeremy Nordquist

President

Nebraska Hospital Association

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-
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9:30 - 10:45 a.m.

Toni Boyles

Mastering the Art of Professional Communication:
Elevating Your Leadership Skills as
an Administrative Professional

10:45 - 11:00 a.m.

Break

11:00 - 12:00 p.m.

Keynote Session Cont.

12:00 - 12:30 p.m.

Lunch

12:30 - 1:00 p.m.

Lori Mazanec

Chief Executive Officer

Box Butte General Hospital

1:00 - 2:00 p.m.

Keynote Session Cont.

2:00 - 2:15 p.m.

Break

2:15 - 3:00 p.m.

Keynote Session Cont.

Mastering the Art of Professional Communication: Elevating Your Leadership Skills as an Administrative Professional

Communication and "people skills" are essential aspects of the Administrative Professionals role. No matter the role within an organization, building your communication, conflict resolution, and leadership skills increases your ability to support those you serve, from the CEO and Board of Directors to the patients. This session will explore numerous areas where you can increase your abilities as an effective communicator and leader within your team. By the end of the session, you will be able to:

- Understand the barriers in communication filters
- Internalize the power of choosing proactive responses
- Practice the tools of "I Language," "BET Coaching" and "VPST"
- Know the steps to managing a difficult conversation
- Identify your own style of conflict resolution
- Write an action plan for improvement



ABOUT THE SPEAKERS



Toni Boyles

Toni is the owner and chief encouraging officer for A Place in Time Training. Before starting her own business, Boyles developed supervisory training and total quality management education for the Kansas Department of Transportation. She has a bachelor's degree in communications, public and organizational relations and a minor in secondary education from Washburn University.



Lori Mazanec

Lori is a native of Alliance. She earned her Bachelor of Science degree in Business Administration with an emphasis in Accounting from Chadron State College in 1997, and her Masters in Healthcare Administration from Bellevue University in 2018. Lori began her career as the interim Accountant at Western Nebraska Community College before pursuing tax accounting. She worked for R.K. Nelson and Associates in Alliance for three years. In 2001, Lori joined Box Butte General Hospital as the Finance Assistant. She was promoted to Controller in 2008 which also included managing the finance department. She took the role of Chief Operating Officer at the hospital in 2013. In July 2016, Lori was named Interim CEO, a position she held for 6 months until officially taking on the role of CEO in December 2016.

Lori is a graduate of the 2004 Leadership Box Butte program and Class VIII 2011 Nebraska Hospital Association Leadership Institute. She is also a Certified Just Culture Champion.



REGISTRATION & LODGING

[Register online here](#)

Registration deadline is April 7, 2023.

Registration fee: \$135 per person for NHA members

Lodging

Fairfield Inn at the rate of \$129.95 + tax.

Members can call the hotel directly at 308-236-4200 to make their reservations.

Group Name "Nebraska Hospital Association-2023 Administrative Professionals Workshop" for the night of April 18th After April 4th, the discounted rate cannot be guaranteed.

Questions?

For questions about the event, contact Tiffani Cullin, Communications and Education Coordinator, at (402) 742-8141 or email tcullin@nebraskahospitals.org.

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8:30 a.m. - 3:00 p.m.

To register for the 2023 Nebraska Healthcare Administrative Professionals Conference, complete the form below and return it with payment to the Nebraska Hospital Association, ATTN: Administrative Professionals Conference, P.O. Box 82653, Lincoln, NE 68501-2653 or fax to (402) 742-8191.

[Click here to register online](#)

Organization: _____

Name, Title: _____

Name, Title: _____

Name, Title: _____

Name, Title: _____

Address: _____

City, State, ZIP: _____

Phone: _____

Email: _____

Payment Information

Registration fee is \$135 per person

Pay by check: (Payable to Nebraska Hospital Association)

Pay by credit card: Visa Mastercard Discover

Name on card: _____

Credit card #: ____ / ____ / ____ / ____ CVV Code ____ Exp. date ____ / ____

Signature: _____

**You may also return completed form to Tiffani Cullin
at tcullin@nebraskahospitals.org**



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