



Healthcare Middle Manager Virtual Training

Presented as two half-day sessions

May 19 & 20, 2026

This program is designed to empower the informal and formal middle manager to successfully lead their responsible areas and achieve strategic goals. During this program, expert faculty will address concepts associated with middle management, including multi-divisional communication, financial management, conflict resolution and strategies to successfully transition from peer to supervisor.

QUESTIONS?

About registration: learning@hanys.org

About the program: Erin Gretzinger | egretzin@hanys.org



Who should attend

- Operations managers and specialists
- Clinical, quality and other mid-level managers and supervisors

To register:

hanys.org/education_events

Program fees (per person)

Member:

Individuals (1-4): \$300 pp
 Groups of 5-9: \$250 pp
 Groups of 10+: \$225 pp

Non-member:

\$375 pp

To receive the discounted pricing, registration must be completed as a group. For group pricing, all members must be from the same facility.

HANYS' 2026 Healthcare Middle Manager Virtual Training



Day One: May 19

Noon – 12:15 p.m.

Opening remarks

Erin Gretzinger, CPHQ, Senior Director, Quality Advocacy, Research and Innovation, HANYS

12:15 – 1:10 p.m.

Becoming a leader

Cathleen Wright, DNS, RN, Consultant

Describe the forces that govern a leader's role.

Learning objectives:

- identify various leadership styles;
 - manage former peers;
 - understand issues faced in the role;
 - successfully assign responsibility to others; and
 - interpret the benefits of succession planning.
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1:10 – 1:20 p.m.

Break

1:20 – 2:50 p.m.

Mastering communication: Strategies for impact and influence

Joanne Trotta, Managing Partner, LeadersEdge Inc.

This interactive workshop helps strengthen leaders' communication effectiveness by developing greater self-awareness, applying practical models for clarity and connection, and using intentional leadership language to engage, motivate and align their teams

Learning objectives:

- elevate awareness of communication style and its impact on team engagement, trust and collaboration;
 - communicate with clarity, confidence and influence using practical frameworks;
 - use intentional leadership language to motivate, guide and align teams; and
 - enhance leadership presence to communicate with credibility, emotional intelligence and impact.
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2:50 – 3 p.m.

Closing remarks

Erin Gretzinger, CPHQ

Day Two: May 20

Noon – 12:10 p.m.

Opening remarks

Erin Gretzinger, CPHQ

12:10 – 1:30 p.m.

Finance and budgeting

Quyen Wong, DNP, MPA, RN, NE-BC, Nurse Executive and Chief Executive Officer, Elevize Health, LLC

Outline how to manage funds and financial resources and develop a budget.

Learning objectives:

- summarize different types of budgets: operational, personnel, capital;
 - develop a budget and examine financial resources in accordance with budget parameters; and
 - formulate strategies to determine resource needs/costs to manage allocation of funds.
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1:30 – 1:40 p.m.

Break

1:40 – 2:45 p.m.

Partnering with human resources

Susan Hoffman, SPHR, SHRM-SCP, Vice President, Human Resources, HANYS

Recognize the resources and support that human resources brings to the management role.

Learning objectives:

- understand compliance with employment laws;
 - explain strategies for hiring and keeping the best staff;
 - develop ways to keep staff engaged;
 - summarize methods to coach for success; and
 - discuss how to handle employee issues.
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2:45 – 3 p.m.

Resources and closing remarks

Erin Gretzinger, CPHQ

Review resources and tools to enhance professional growth and development for those serving in the middle manager role.

CANCELLATIONS AND SUBSTITUTIONS:

Substitutions are permitted and encouraged, including on the day of the event. Cancellations should be made in writing to learning@hanys.org. Cancellations received by 5 p.m. on May 11 are subject to a \$50 administrative charge. Registration fees for cancellations received after 5 p.m. on May 11 or for failing to attend will be forfeit.