



AMER KAISSI, Ph.D.

SPEAKER PRESS KIT

INSPIRATION AND INNOVATION FROM EXPERIENCED HEALTHCARE SPEAKERS

Providing on-site training for your leaders is a fast and economical way to bring your entire team up to speed on the industry's hottest topics and create organization wide urgency to execute change. Huron's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We are more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance, and more.

Prior to your event, Huron's speakers and support teamwork side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group, or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Huron speakers deliver the perfect balance of inspiration and education for every audience.



HURON



Amer Kaissi, Ph.D.

NATIONAL SPEAKER, AUTHOR

Dr. Amer Kaissi ("Ah-mer Ky-See") is an award-winning professor of healthcare administration at Trinity University, a top-15 program. He is the author of the book "Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders", which has won the 2019 American College of Healthcare Executives (ACHE) Book of the Year Award. Dr. Kaissi is a national speaker with Huron and a faculty member with ACHE. He is also a certified executive and physician coach. His most recent book is "Humbitious: The Power of Low-Ego, High-Drive Leadership." Dr. Kaissi, an avid soccer fan, lives in San Antonio, Texas, with his wife and two teenagers.

PROFESSIONAL EXPERIENCE

Dr. Kaissi joined the faculty of Trinity University in 2003 after earning a Ph.D. in health services administration from the University of Minnesota. Prior to that, he earned a Master of Public Health with a concentration in hospital administration from the American University of Beirut, in his native Lebanon. At Trinity, Dr. Kaissi teaches courses in leadership, professional development, and public speaking. His research focuses on leadership, coaching, and strategy. He also consults with hospitals and healthcare organizations on their strategic planning efforts.

INDUSTRY SPEAKING ENGAGEMENTS

- Dana Farber Cancer Institute, Boston, MA
- Ochsner Healthy System, New Orleans, LA
- University of Pittsburgh Medical Center
- Catholic Health System, Buffalo, NY
- American College of Healthcare Executives (ACHE), Leadership Cluster
- Ascension St. Agnes Healthcare
- Cerner Executive Summit
- Cleveland Clinic, Abu Dhabi, United Arab Emirates (UAE)
- Community Health Center Inc., Davenport, IA
- HCA Healthcare's Urgent Care Division
- Hotel Dieu Grace Healthcare, Windsor, Ontario, Canada
- Florida Hospital Association
- Martin Luther King Jr. Community Hospital, Los Angeles, CA
- Memorial Hermann Health System, Houston, TX
- National Association of Health Services Executives (NAHSE)
- Palomar Health, San Diego, CA
- PartsSource Leadership Summit

EDUCATION AND CERTIFICATIONS

- Bachelor of Science, Environmental Health, American University of Beirut, Lebanon
- Master of Public Health, Hospital Administration, American University of Beirut, Lebanon
- Ph.D. in Health Services Research, Policy and Administration, University of Minnesota, Minneapolis, Minnesota
- Certificate in Executive Coaching, College of Executive Coaching, Arroyo Grande, California
- Certificate in Physician Coaching, Physician Coaching Institute, Bellevue, Washington

- Graduate Program in Professional Speaking at “Heroic Public Speaking”

PROFESSIONAL ASSOCIATIONS

- Member, American College of Healthcare Executives (ACHE)
- Member, National Speakers Association

PUBLICATIONS/SPEAKING ENGAGEMENTS

- Kaissi, A. “Inspiring and Leading Change in Turbulent Times: The Role of Resilience in Healthcare Leadership.” Management in Healthcare. 2022.
- Kaissi, A. Angus, L. "Brand Recovery for Leaders". Healthcare Executive Journal. March 2021.
- Kaissi, A. "Leading Through Crises with Humility & Strength: Lessons from New Zealand". Trinity University Magazine. Spring 2020.
- Kaissi, A. "Balancing Humility & Confidence among Early Careerists." American College of Healthcare Executives (ACHE) Early Career Newsletter. March 2019.
- Kaissi, A. Applegren, E. "Can a Golfer Learn to Quarterback? Coaching Physician Leaders into High Performance." Group Practice Journal (AMGA). February 2018.
- Kaissi, A. "How to be a 'Humbitious' Leader?" Healthcare Executive Journal (ACHE). November/December 2017.
- Kaissi, A. "Stuck in Transition? Insights for New Physician Leaders" San Antonio Medicine. 70(9). 14-16. September 2017.

Presentations

HUMBITIOUS: WHY LOW-EGO, HIGH-DRIVE LEADERSHIP IS THE WAY TO LEAD IN THE NEW WORLD

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Inspiration, Purpose

Length: Keynote, Half-day, Full day

Despite strong evidence of arrogance and narcissism in society, humility is making a surprising comeback in business and leadership. Based on research from different fields, this talk suggests that leaders who combine humility with ambition can lead themselves, their teams and their organizations into high performance. Supported by real-life case studies and interviews, this talk is based on the speaker's upcoming book: "Humbitious: The Power of Low-Ego, High-Drive Leadership" to be published in January of 2022, and focuses on tangible take-home behaviors that leaders can implement right away.

Learning Objectives:

- Understand the importance of humility and ambition in leadership.
- Discuss the latest research evidence that shows **how humility and ambition can lead to high performance.**
- Implement behavioral changes that are compatible with humility and ambition.

AGILITY AND RESILIENCE DURING TURBULENT TIMES

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Performance

Length: Keynote, Half-day, Full day

This session builds on evidence from leadership and management studies and on Dr. Kaissi's experience as an executive coach, consultant, and researcher to enable the participants to develop the skills needed for agile leadership during turbulent times. Agile healthcare leaders combine flexibility in adapting to change, speed in making informed decisions, and resilience through challenges and change. The participants will learn specific self-leadership behaviors that will enable them to drive high performance. A behavioral change toolkit is presented at the end of the session.

Learning Objectives:

- Demonstrate a deep understanding of the principles of agile leadership, including resilience, flexibility, and speed.
- Develop agile leadership skills and behaviors to inspire change and drive high performance during turbulent times.

HOW LEADERS BUILD A CULTURE OF KINDNESS AND ACCOUNTABILITY

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Inspiration, Purpose

Length: Keynote, Half-day, Full day

Many people mistakenly believe that kindness doesn't have a place at work, and they think that kind employees and leaders are weak, non-confrontational, and non-accountable. This session will argue, based on research evidence and case studies, that when compassion and kindness are combined with strength and accountability, employees and leaders can maximize their performance individually, for their teams and for their organizations. The session ends with specific take-home behaviors on applying kindness and accountability in everyday workplace and leadership situations.

Learning Objectives:

- Understand the importance of kindness and accountability in leadership.
- Discuss the latest research evidence that shows how kindness and accountability can lead to high performance.
- Implement behavioral changes that are compatible with kindness and accountability.

LEADERSHIP INTANGIBLES: HOW HUMILITY AND COMPASSION CAN DRIVE HIGH PERFORMANCE

Audience: All Leaders

Focus: Leadership, Engagement

Length: Keynote, Half-day, Full day

Despite strong evidence of arrogance and narcissism in society, humility and compassion are making a surprising comeback in business and leadership. Built on research from different fields, this session suggests that leaders who combine humility and compassion with ambition and determination can lead themselves, their teams and their organizations into high performance. Supported by real-life case studies and interviews, this presentation is based on the speaker's book, "Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders."

Learning Objectives:

- Understand the importance of humility and compassion in leadership.
- Discuss the latest research evidence that shows how humility and compassion can lead to high performance.
- Implement behavioral changes that are compatible with humility and compassion.

ENGAGEMENT & INNOVATION IN TIMES OF UNCERTAINTY: THE ROLE OF LEADER HUMILITY

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Inspiration, Purpose

Length: Keynote, Half-day, Full-day

Employee engagement is vital, especially during times of uncertainty. Building on the latest research, case studies, and stories, the speaker argues that humble leaders that model and stimulate learning, open-mindedness, and experimentation can play a major role in improving employee engagement in difficult times.

Learning Objectives:

- Understand the importance of humble leadership in impacting employee engagement.
- Discuss the latest research evidence that shows how humility can lead to employee learning, experimentation, meaning, and engagement.

- Implement behavioral changes that are compatible with humble leadership, learning, open-mindedness, and experimentation.

DIFFICULT CONVERSATIONS: HOW LEADERS GET THEIR POINT ACROSS WITHOUT DAMAGING THE RELATIONSHIP

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Performance, Communication

Length: Keynote, Half-day, Full day

This session builds on evidence from leadership and management studies and on Dr. Kaissi's experience as an executive coach to enable the participants to develop the skills needed to have difficult conversations that involve strong emotions and high stakes. Leaders often avoid having difficult conversations for fear of damaging the relationship with the other party. This session provides a path for difficult conversations based on confidence and humility skills. A behavioral change toolkit is presented at the end of the session.

Learning Objectives:

- Demonstrate a deep understanding of the principles of difficult conversations
- Master getting your points across without damaging the relationship with the other party

LEADING WITH SELF-AWARENESS AND MINDFULNESS TO MAXIMIZE PERFORMANCE

Audience: All Leaders

Focus: Leadership, Performance

Length: Keynote, Half-day, Full day

This session shows that self-awareness is the starting point of leadership and that mindfulness is a highly needed skill that leaders can develop. Self-aware leaders understand their own values, their patterns of behaviors and their impact on others. Mindful leaders remain calm under pressure and are present and know how to listen to others. The presenter uses research evidence and case studies to show that self-awareness and mindfulness can maximize a leader's performance. The presentation ends with specific take-home behaviors.

Learning Objectives:

- Understand the importance of self-awareness and mindfulness in leadership.
- Discuss the latest research evidence that shows how self-awareness and mindfulness can lead to high performance.
- Implement behavioral changes that are compatible with self-awareness and mindfulness.

BUILDING HIGH-PERFORMING TEAMS: THE ROLE OF SAFETY, TRUST AND CANDOR

Audience: All Leaders

Focus: Leadership, Teamwork

Length: Keynote, Half-day, Full day

This session shows that building an environment of psychological safety, trust, and honest feedback are essential for creating high-performing teams. When people feel that their team is a place where they can speak up, offer ideas, and ask questions without fear of being embarrassed or punished, trust is developed. Once trust is in place, leaders can then provide periodic, honest, and direct feedback, which leads to high performance at the individual and team levels. The presenter uses research evidence and case studies and ends the session with specific take-home behaviors.

Learning Objectives:

- Understand the importance of psychological safety, trust, and honest feedback in teamwork and leadership
- Discuss the latest research evidence that shows how psychological safety, trust, and honest feedback can lead to high team performance
- Implement behavioral changes that are compatible with psychological safety, trust, and honest feedback

Resilience in Leadership: Key Behaviors for Self-Care and Caring for Others

Audience: All Leaders

Focus: Leadership, Teamwork

Length: Keynote, Half-day, Full day

The recent COVID pandemic has magnified the chronic stressors that leaders deal with, which can lead to burnout. This talk argues that leaders have the ability to influence and impact their team's and organization's resilience through their words and actions. But in order to do that, leaders have to build and maintain their own self-resilience first. Drawing on the latest research and compelling case studies based on his executive coaching experience, Dr. Kaissi will propose a practical model of resilience that he uses with his clients. This evidence-based model focuses on the importance of optimism, compassion and gratitude on the one hand, and self-care behaviors such as short reflections; strategic breaks; realistic boundaries between work and personal lives; and healthy sleep habits on the others. Supported by real-life case studies and interviews, this talk is based on the speaker's upcoming book: "Humbitious: The Power of Low-Ego, High-Drive Leadership" that was published in January of 2022, and focuses on tangible take-home behaviors that leaders can implement right away.

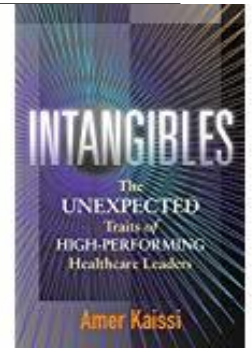
Learning Objectives:

- Identify key leadership attributes that enable resilience for themselves, their teams and their organization.
- Discover strategies to overcome ineffective behaviors that can hinder success.
- Develop a short-term action plan to prevent burnout and increase resilience; and drive change, best practices and discipline throughout the organization.

Authored Resources

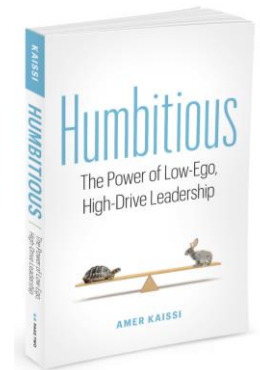
INTANGIBLES: THE UNEXPECTED TRAITS OF HIGH-PERFORMING HEALTHCARE LEADERS

As a leader, is it possible to be both successful and humble? Studies show that today's emerging leaders not only prioritize achievement over humility but also see the two as mutually exclusive. Does this signal an existential crisis for healthcare, an industry that, at its essence, is supposed to embody humility and compassion? Thankfully, no, according to *Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders*, which demonstrates that you can embrace humility and still be excellent at your job.



HUMBITIOUS: THE POWER OF LOW-EGO- HIGH-DRIVE LEADERSHIP

One of the most common myths about leadership is that arrogant, over-confident people are better leaders. *Humbitious* shatters that myth. Amer Kaissi, an award-winning professor at Trinity University, brings his years of experience as an executive coach together with extensive research to show that the most effective, high-performing leaders combine deep, realistic humility with ambition and drive. *Humbitious* is a solid, intelligent, clear, and engaging book that uses the stories of individual leaders to illuminate the dimensions of humble leadership in its relation to others and to oneself.



What Organizations Are Saying

"Dr. Kaissi captured attention with his inspiring content, leaving attendees wanting more. His session was highly regarded and received exceptional reviews. Not only is Dr. Kaissi a fantastic presenter, he is kind, gracious and a true professional."

~ Director of Business Strategy, Surgical Hospital

"Dr. Kaissi delivered an outstanding program which engaged a room full of doctors on the traits of high performing healthcare leaders. He is a gifted speaker, a skilled researcher, a pragmatic strategist, and a coach who embodies the leadership principles he espouses in his books"

~ Chair of Psychiatry, University Medical Center

"Practical and insightful, Amer guided our group through a very thoughtful session. He successfully established an inviting, authentic, open, and real, candor and relatability that allowed attendees to engage, challenge, and discover how they may accelerate their journey to establishing high performing, highly reliable, and high relationship teams."

~ CEO, University Health Science Center

"Dr. Kaissi used empirical research coupled with applicable stories to guide the audience through five, often overlooked behaviors of effective leaders. Specifically, he outlined how effective leaders are self aware, display mindfulness, are compassionate, humble, and also exhibit kindness. I found myself motivated to work on developing these traits in my professional and personal areas of responsibility. Thank you Dr. Kaissi for the motivated training and coaching you provided to all the attendees."

~ Regional Vice President, Radiology Practice



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