



Todd Hendricks, MBA

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



Todd Hendricks

NATIONAL SPEAKER, COACH, CONSULTANT

Todd Hendricks develops transformational leaders through interactive, relevant, and fun speaking engagements. With extensive experience in all parts of a healthcare system—from patient experience and employee retention to revenue cycle—Todd brings energy and expertise to ensure high-impact results for your team. He has coached leaders across integrated health systems, government, acute care hospitals, inpatient behavioral health facilities and more. Organizations Todd has collaborated with have achieved the Malcom Baldrige award and been recognized as five-star facilities by the Centers for Medicare and Medicaid Services.

PROFESSIONAL EXPERIENCE

Prior to joining Huron, Todd served as the first Intermountain Healthcare patient experience regional director. He launched an award-winning patient experience program and led seven facilities to achieve and maintain top-decile performance in many HCAHPS composites while also improving employee engagement, patient safety and quality of care. Todd pioneered an Intermountain Healthcare pre-MHA internship program. In a few years, the program developed more than 100 students, many of whom graduated from top healthcare programs across the United States and are in leadership roles today.

EDUCATION AND CERTIFICATIONS

- MBA, Brigham Young University
- Prosci Certified Change Practitioner
- Advanced Training Program In Health Care Delivery and Improvement, Intermountain Healthcare
- Certified Professional Coder – Apprentice (expired), AAPC

PUBLICATIONS/SPEAKING ENGAGEMENTS

- Coaching Minute: Low-cost, effective reward and recognition
- Clinical Excellence: Getting to Zero through 100% Accountability
- Using Student Interns to Improve the Patient Experience

SIGNATURE ENGAGEMENTS

- Frequent speaker at Huron healthcare events
- Frequently sought-after for Leadership Development Institutes (LDIs)

Presentations

CHANGE FOR GOOD: HELP YOURSELF AND YOUR TEAM BUY-IN AND SUSTAIN CHANGE

Audience: All Leaders, All Healthcare Roles

Focus: Change Management, Psychological Safety, Strengths-Based Leadership, Employee Engagement

Length: Keynote, Half-day, Full day

Do you ever struggle with change? Do you struggle leading your team through change? This interactive session equips you with a framework and easy-to-implement strategies to lead change for good. Participants should bring a personal or professional example of a change that's been challenging to experience the greatest benefit. We will explore the framework, and pinpoint which area of the framework has been the biggest barrier.

Learning Objectives:

- Apply a framework to adopt and sustain change
- Identify practical strategies to drive change
- Practice compassionate leadership to foster psychological safety during change initiatives

LEADERSHIP BEHAVIORS THAT FOSTER EMPLOYEE WELL-BEING TO RETAIN TOP TALENT

Audience: All Leaders, All Healthcare Roles

Focus: Employee Well-Being, Employee Retention, Employee Engagement, Psychological Safety, Leadership, Communication

Length: Keynote, Half-day, Full day

When identifying drivers of turnover, MIT identified toxic culture was 10x more important in predicting turnover than compensation. And even before the pandemic, people wanted an employer who prioritized their well-being. From this session, leaders gain implementable strategies and learn the leadership behaviors that prioritize well-being, along with improving drivers of retention: support, autonomy, purpose and appreciation.

Learning Objectives:

- Articulate what's at risk if employee well-being is not a part of your retention strategy
- Identify drivers of employee well-being and the choice to stay
- Apply leadership behaviors that foster employee well-being and lead to the retention of top talent

ELEVATE YOUR APPROACH TO EMPLOYEE REWARD AND RECOGNITION TO DRIVE RESULTS

Audience: All Leaders, All Healthcare Roles

Focus: Leadership, Communication, Engagement

Length: Keynote, Half-day, Full day

High-performing employees achieve results, but sustaining those results depends on top talent feeling appreciated when they do. Elevate your approach to employee reward and recognition, setting the stage for a

people-first culture where employees feel valued for their efforts and inspired to maintain high performance.

Learning Objectives:

- Articulate the role total rewards play in your organization's broader reward and recognition strategy
- Identify meaningful reward and recognition offerings tailored to employee preferences
- Apply praise and recognition strategies that build engagement, develop community and drive performance

AIDET® INTERACTIVE

Audience: All Employees, All Leaders, All Healthcare Roles

Focus: Evidenced-Based Communication, Communication, Positive Psychology

Length: Keynote, Half-day, Full day

Does AIDET® really make a difference? See, hear, feel, and experience the evidence for yourself in replicable activities. You'll gain quick buy-in with each interactive component: Acknowledge, Introduce, Duration, Explain and Thank. And leave energized with quick activities to help your team members adopt AIDET® in every interaction.

Learning Objectives:

- Articulate why verbal and non-verbal communication matters
- Identify ways to create positive, memorable moments with patients and team members
- Apply therapeutic communication to decrease anxiety

What Organizations Are Saying

“Excellent engagement and communication skills... able to bring life to the material and ensure a great deal of participation from the attendees. Well worth the time and expense of this effort, thank you for the opportunity!”

~ Independent Health System

“Engaging command of material, customized to our needs. We were so pleased as a leadership group, and we got very good comments from the team. The content was excellent, and the pace moved along at about the right time. The blindfolded dodgeball was great fun too.”

~ Growth Enablement Team

“AMAZING!!!! The incredibly positive feedback is STILL coming in! They loved your style, your information and really EVERYTHING!”

~ Rural Health System



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