



# Creating Leadership Training in an Organization

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## Introduction:

- Current role: Assistant Director, Outpatient Radiology Shannon Health System San Angelo, TX
- Radiological Technologist since 1993, in leadership roles for 21 years.
- Active Member of AHRA (LOC graduate 2025)



Today's Objective:

To discuss Leadership Training

Why It Matters & How to Implement an Effective Program

## Why Organizations Need Formal Leadership Training

Ensures consistency in leadership behaviors across the organization

Supports culture-building and employee engagement

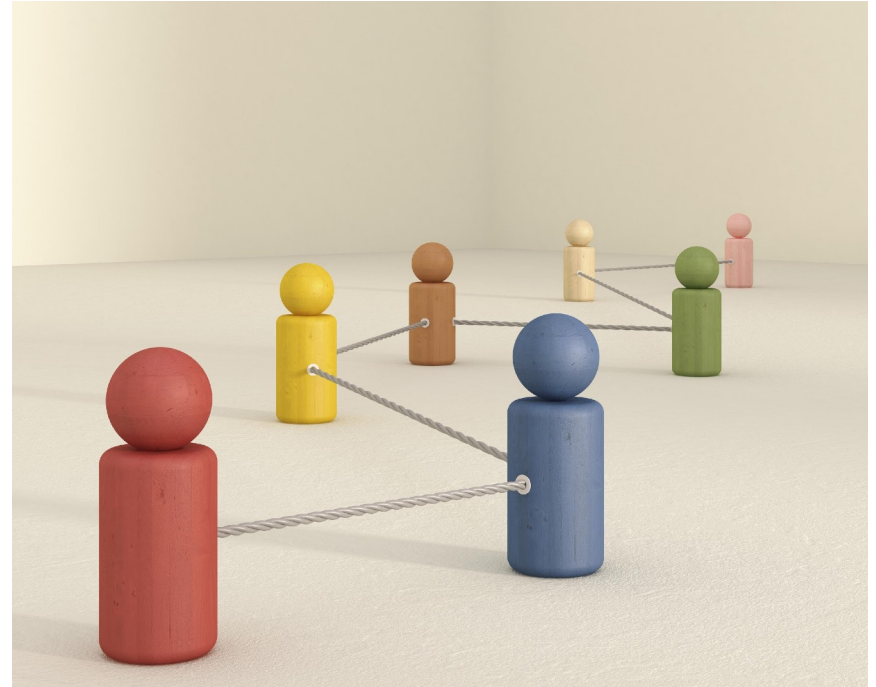
Improves communication, decision-making, and accountability

Prepares future leaders and supports succession planning

Reduces turnover and increases employee satisfaction

# Benefits of a Structured Leadership Training Program

- Sets clear expectations for leaders at all levels
- Enhances conflict resolution and collaboration
- Strengthens organizational culture and values
- Allows measurable progress and goal alignment



## Steps to Implement a Leadership Training Program

- Identify organizational goals and leadership gaps
- Obtain Organizational support (C-suite)
- Develop or select training materials and modules
- Continuously revise based on feedback and performance data

Melissa Ramos, CRA  
Capstone Project  
August 3, 2025

# AHRA leaders of choice 2024-25



# Why Organizations Promote from within



Have an open position in the department



High performers



Tenured staff



Team members looking to learn more take on responsibility



Downfall: May have never had any leadership training

New Leaders are high performers but often lack the knowledge on:

How to  
effectively  
communicate

Give and  
receive  
feedback

Have crucial  
conversations

Build strong  
teams

Manage  
difficult  
customers

# Developing Courses

ANSWER CHOICES	RESPONSES
▼ Giving and Receiving Feedback	54.55% 6
▼ Crucial Conversations	72.73% 8
▼ Leading in Diversity	0.00% 0
▼ Employee Engagement	72.73% 8
▼ Employee Retention	54.55% 6
▼ How to change the Culture	63.64% 7
▼ Lead by Example	45.45% 5
▼ Financial Management	27.27% 3
▼ Asset Management	18.18% 2
▼ Operations Management	36.36% 4
▼ HR topics	9.09% 1
▼ Effective Communication	54.55% 6
▼ Mentoring (being one or needing one)	27.27% 3
Total Respondents: 11	

# Enrollment



This program is an excellent fit for new leaders who seek to develop their leadership skills by enhancing their ability to connect, empathize, communicate, serve, and embrace the Shannon Culture, Mission and Vision to become a trusted Leader!



To enroll:



Must have recently been promoted to leadership role or have under 3 years' experience as a manager or leader. Must be willing to commit to a one hour, in person class per month for 6 months and complete pre work and homework.



Must come with open mind and participate willingly in class discussions.



Must have supervisor approval to attend.

## Shannon Emerging Leaders Program

The Shannon Emerging Leaders Program is designed for those new to leadership roles or those aspiring to become leaders. This program equips participants with the skills to connect, communicate effectively, and embody Shannon's culture, mission, and vision, enabling them to become trusted leaders within the organization.



### Why Participate?

This program is ideal for individuals recently promoted into leadership positions or those aiming to strengthen their leadership abilities. Through engaging discussions, hands-on exercises, and targeted training, participants will gain the skills necessary to lead with confidence, foster strong teams, and drive organizational change.

### Program Requirements:

- Must have recently been promoted to a leadership role, have less than three years of managerial experience, or be seeking a leadership position.
- Commitment to attend one in-person class per month for six months, completing all pre-work and homework.
- Active participation in class discussions is required.
- Supervisor approval is required for participation.
- **Class size is limited. To participate or nominate an emerging leader using the QR code on this flyer. Express interest before 11/07/2025.**

### Program Benefits:

Upon completion, participants will receive a certificate and gain the following leadership capabilities:

- Lead change with confidence and communicate effectively.
- Develop the ability to give and receive constructive

**Express interest  
or nominate here:**



# Benefits of the program

By completing this program, you will earn a certificate of completion and be able to...

- Lead change with confidence and be able to effectively communicate.
- Discover how to successfully give and receive constructive feedback.
- Gain tools to improve employee engagement.
- Build strong teams and enhance servant leader skills.

# Outcomes:



First class was on May 19, 2025

Courses:

Servant Leadership Principles

Effective Communication

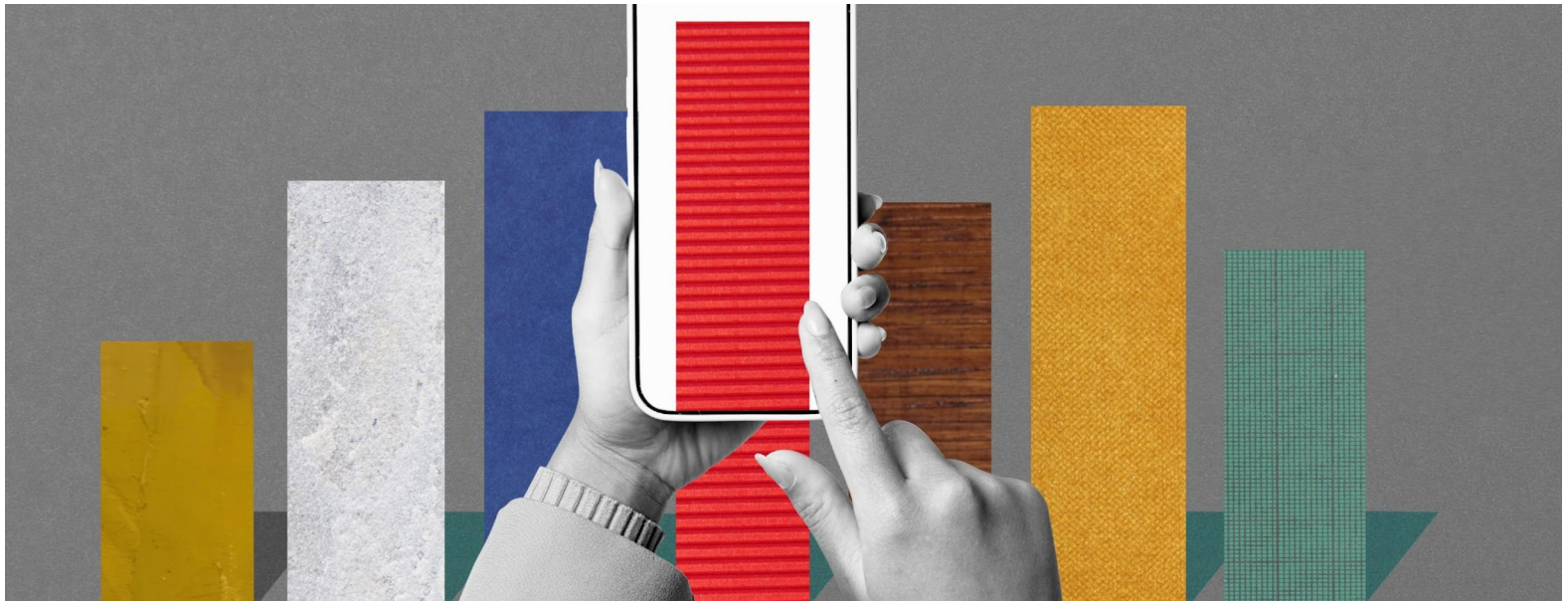
Critical Conversations

Giving and receiving feedback

Employee Engagement

Intentional Leadership

# Pre survey data



[file survey data]  
**Please Share Expectations**

May 19, 2025 4:53 PM

Learn how to be a better leader

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May 19, 2025 4:53 PM

Help me understand and provide the tools in order to succeed as a great leader

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May 19, 2025 4:49 PM

My expectations are to learn more about how to manage teams effectively and confidently.

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May 19, 2025 4:48 PM

I expect to feel more confident in my leadership abilities and communicate effectively to handle conflict in a constructive way.

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May 19, 2025 4:47 PM

Learn of effective ways to be a successful leader.

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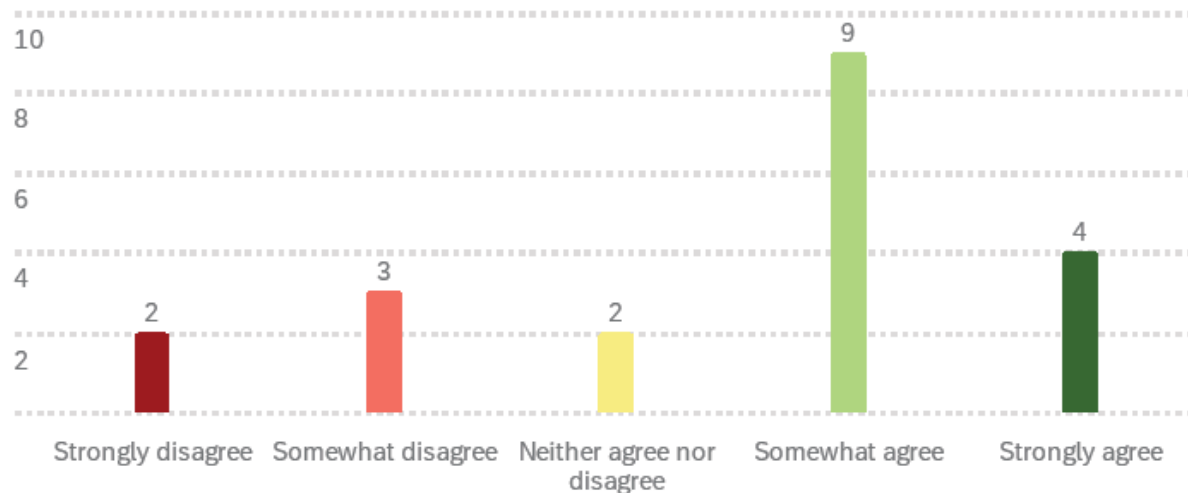
May 19, 2025 4:44 PM


Learn for better ways to learn how to be a better leader.

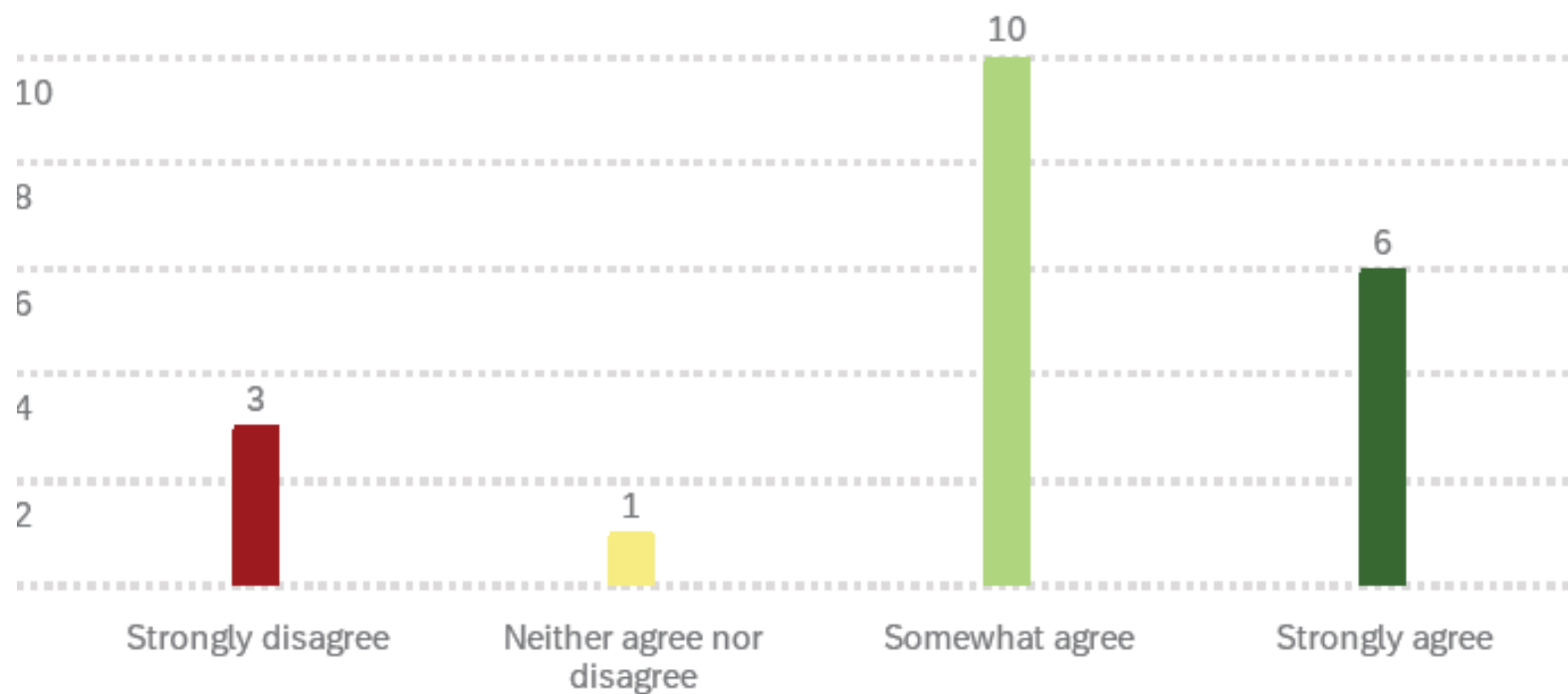


# Pre-Training Responses

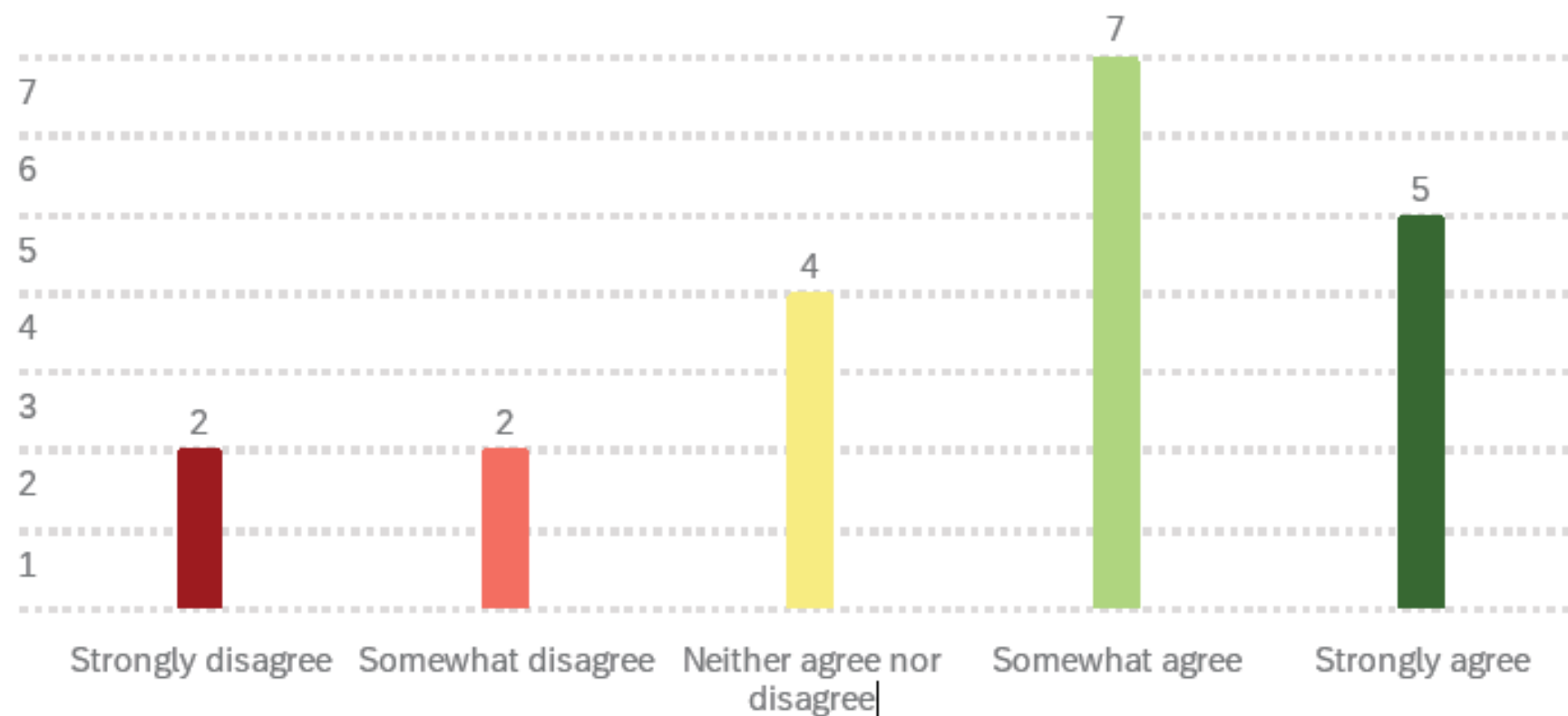
I communicate clearly and confidently in group settings. 20 



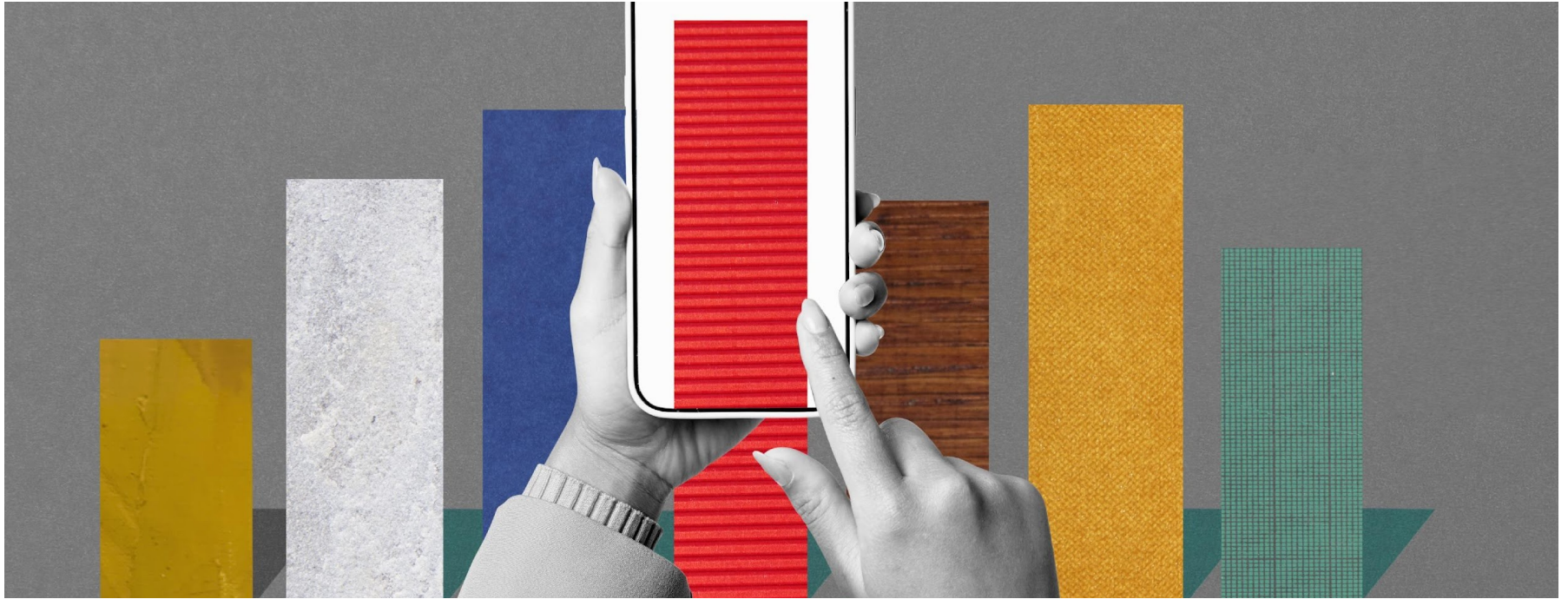
I can give and receive feedback in a constructive manner. 20 



I am aware of my leadership strengths and areas for improvement. 20



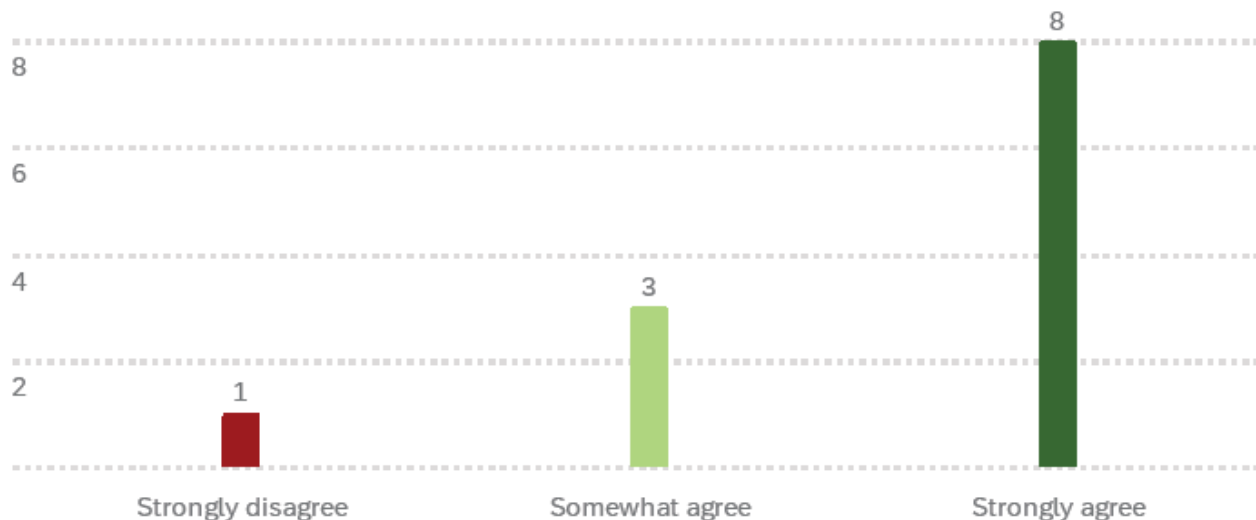
# Post survey data



# Post-Training Responses

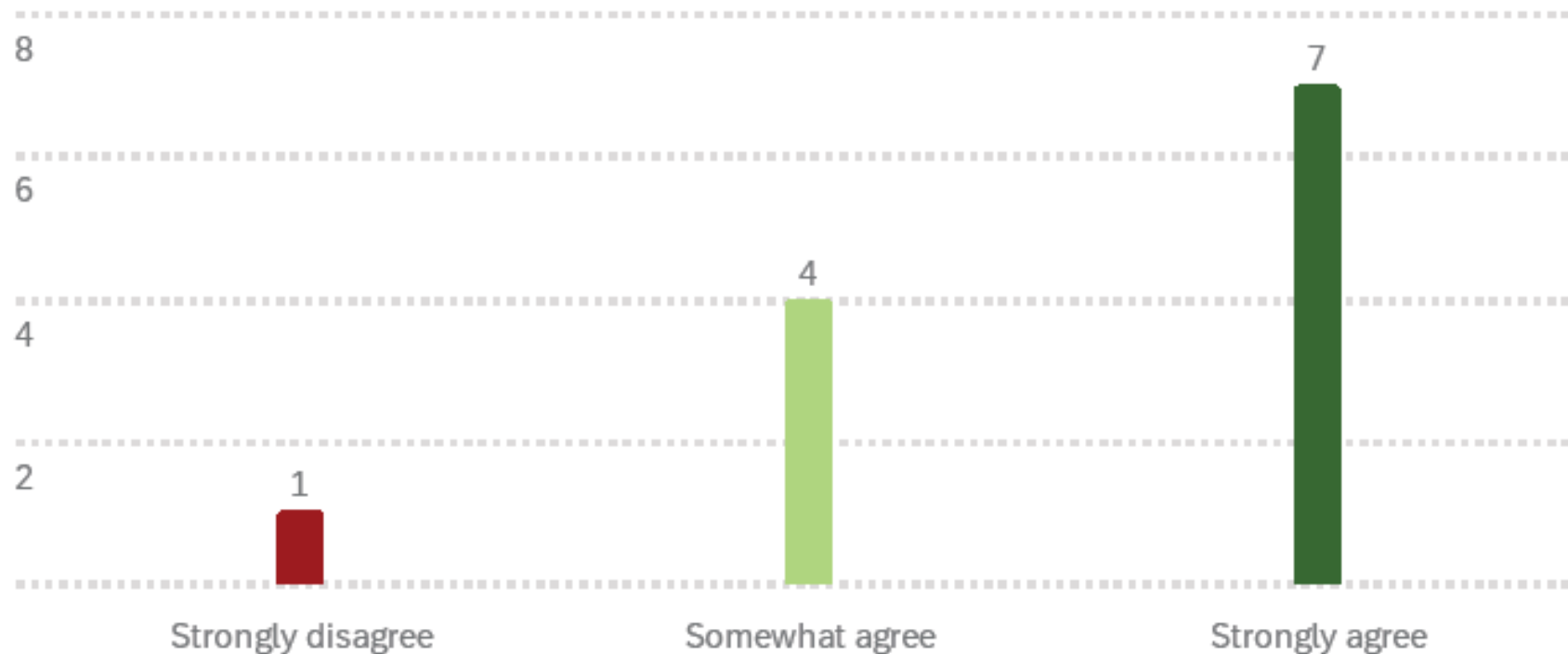
Outcomes:

I communicate clearly and confidently in group settings. 12 



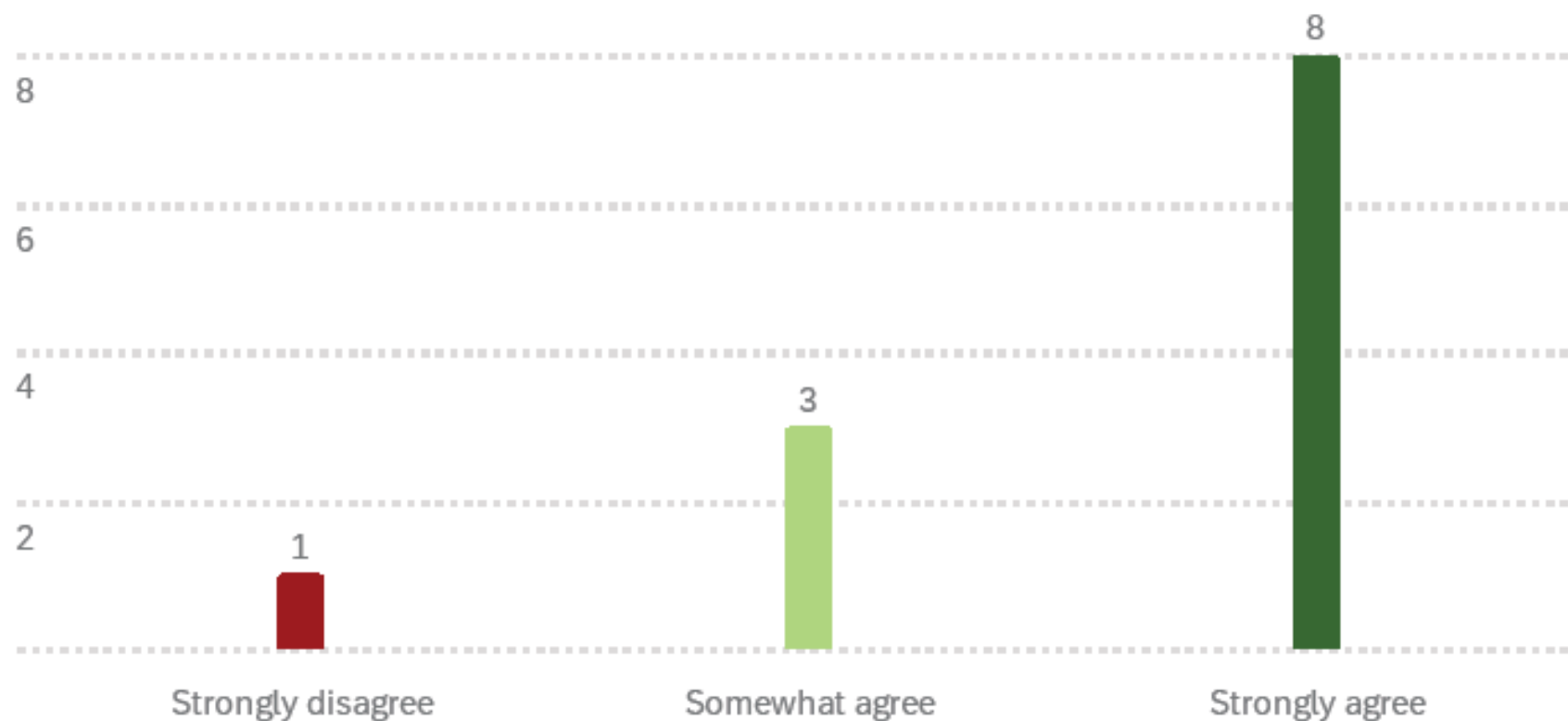
I can give and receive feedback in a constructive manner.

12



I am aware of my leadership strengths and areas for improvement.

12



## Please share your feedback about this program

October 20, 2025 5:33 PM

This class was amazing.it showed me a lot of diff ways to approach my team and use effective communication

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October 20, 2025 5:33 PM

I so enjoyed this program and look forward to using my new found skills.

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October 20, 2025 5:33 PM

Very beneficial to learning how to help guide/lead a team. All speakers were great.

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October 20, 2025 5:33 PM

This was an amazing opportunity, I learned so much. I highly recommend this program for any manager or leader looking to grow in their role.

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October 20, 2025 5:33 PM

I really enjoyed this class. My hope is to incorporate all the knowledge I've learned from these classes and use them if not daily as needed. Thank you for this opportunity to be part of this program.

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# Shannon's Emerging Leaders Graduation



# Sustaining Leadership Training

Must have organizational support

Make training ongoing—not a one-time event

Integrate leadership expectations into performance reviews

Provide mentoring opportunities

Develop advanced and refresher modules

Be open to feedback and change

# Key Learnings

- Think bigger and keep pushing boundaries.
- Be flexible and don't take lack of participation personal.
- People support what they help create- involve others.
- Tie everything you do back to your company's and your own mission and vision statement.

Thank you!

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