

I am bolder and have found my place at the table.

- **Nyawira Njeru** Former BD Program Champion and 2023-2024 HBA Board Member

HBA Global Ambassador Program

Overview for Corporate Partners



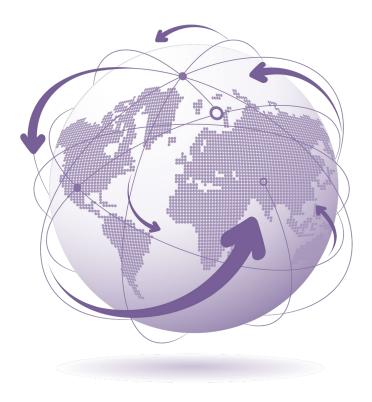


Agenda

- HBA Global Ambassador Program
 Overview
- Getting Started
- The Ambassador Journey



HBA Global Ambassador Program



The Global Ambassador Program (GAP) is the HBA's premier corporate program for leadership development. Serving as a global resource for HBA Corporate Partners*, it offers leadership immersion to address gaps in current professional development opportunities. The program transcends existing ERGs, aiming to elevate women to influential decision-making roles.

The program also 'bridges the GAP' across Corporate Partners to:

- Collect and share best practices on equity and inclusion
- Foster community and connections among participating business professionals, resulting in robust HBA networks both internally and externally
- Activate executives as allies and sponsors, enhancing their commitment as champions of DE&I and gender equity
- Accelerate HBA's growth in new markets



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How does it work?

The HBA Global Ambassador Program is a 12-month self-directed leadership development program for 15-30 mid-level, emerging leaders (HBA members*), embedded in the workday, office-based or virtually. Designed to accelerate their advancement, the HBA and HBA-trained volunteer Advisors will empower and guide the 'Ambassadors' through the development and execution of:

- Individual goals and leadership capabilities development to ready themselves for the next step on their career ladder
- **Group initiatives** for the company, which empower the Ambassadors to explore their leadership potential in new ways *and* result in positive impacts and benefits across the organization

THE RESULTS

For the Ambassadors:

- Significant cross-functional exposure
- Visibility
- Confidence-boosting autonomy
- Customized leadership development
- Accelerated advancement

For the Company:

- An engaged HBA Community internally
- Customized task force for strategic priorities
- Showcases inclusion initiatives
- Positive impacts from group initiatives
- Develops, diversifies, retains talent

What's included?





Live and virtual peer-support 'communities of practice' for:

- Champions
- **Executive Sponsors**
- **Executive Committees**
- Ambassadors
- And Alumni

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6+ hours of HBA-led live sessions to get set up for success

Live Launch event during a designated launch window HBA-trained volunteer Advisors



HBA-trained volunteer Program Excellence Manager



Digital Badges to showcase Ambassador credentials

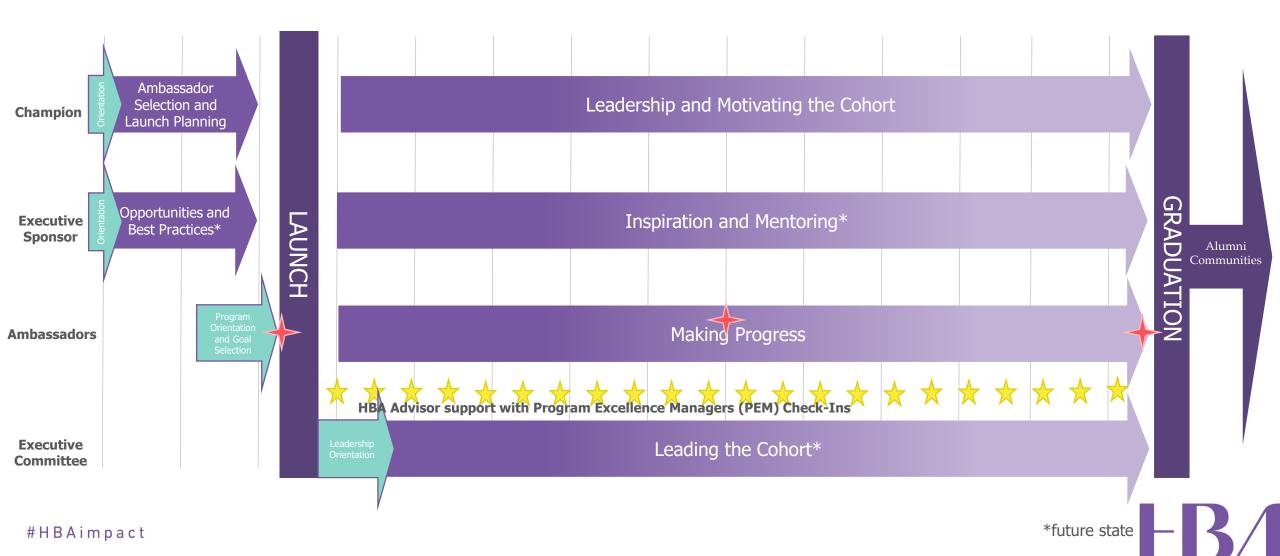
And exclusive access to:

- The HBA GAP Resource Center
- Ambassador Program events, content, and offerings





The GAP Experience



Why the Global Ambassador Program?

- Empowers women and men to amplify their voices and become thought leaders for diversity, shifting the mindset towards proactive leadership through self-direction
- Offers exposure and ongoing support on-the-job from internal and external industry leaders (HBA Advisors, peers, and senior advocates)
- Operates independently with guidance from the HBA, leveraging key leadership, innovation and communication skills when interfacing with managers and other departments like HR to minimize operational burden; cost-effective compared to standard leadership training
- Can collaborate with employee resource groups to enhance efforts and be an amazing platform to showcase DE&I initiatives to build company brand
- Exclusive access to HBA Ambassador Offerings, such as the Ambassador Learning Center, Awards, Networking events and much more...

The HBA has over 100 individuals supporting nearly 50 programs, representing nearly 30 companies, resulting in a vast global network of support and connections.

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GAP Impact

Since inception in 2012...

I discovered new leadership skills within myself, which gave me confidence and inner strength.

> - Géraldine Wagner Novartis Ambassador

Over 200 cohorts launched

In 2023 alone...

45 cohorts launched

Serving over **4,000** Ambassadors

Across over **50 companies**

Serving nearly 1000 Ambassadors

Representing **19 companies** Across over **20 countries**

And supported by 80 HBA Advisors

In one recent program...

Resulting in a vast global network of support and connections

One Third (9 out of 27) received promotions during the course of the program. Self-esteem is such an important value gleaned from the Ambassador Program. For many of our cohort members, it is a game-changer.

> - Sharon Weinstein HBA Ambassador Learning Center co-lead





Eligibility and Costs

Purple, Gold, and Silver HBA Corporate Partners are exclusively eligible for the Ambassador Program:

Partnership Level	Standard* Partnership Package Includes:
Purple	Three (3) active Ambassador Programs
Gold	Two (2) active Ambassador Programs
Silver	One (1) active Ambassador Program

A-la-carte programs for eligible Corporate Partners: \$15,000

*Number of programs in partnership package can be customized.

Additional fees may apply (All Ambassadors must be HBA members. If the program launch is held in person, your company will be responsible for the HBA Launch Leader travel/rooming costs).

Exclusive Offerings for Ambassador Companies

The HBA has a number of exclusive offerings for HBA Ambassador Companies and participants to take advantage of during the program:

- Master classes and coaching through our <u>Ambassador Learning Center</u>
- Annual award events
- Networking events in conjunction with HBA Woman of the Year, the HBA European Leadership Summit, and the HBA Annual Conference

Also, as HBA members, Ambassadors have access to a wealth of HBA membership benefits, including:

- In-person and virtual networking and educational events
- Leadership opportunities within HBA chapters, regions, and other sanctioned groups
- More at <u>www.hbanet.org/membership</u>

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You're Interested...Now What?

Step 1: build your team and collaborate with the HBA

Step 2: develop your program details

Step 3: submit your Activation Form confirming your intent to launch*

Step 4: Launch, Engage, Assess, and Graduate Your Emerging Leaders!

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*The HBA sets multiple designated launch windows each year. Dates and deadlines can be found on the <u>HBA Website</u>.



Please see the <u>GAP Activation Toolkit</u> to submit your intent to launch.

I stand here today with a sense of self-assurance that radiates in my day-to-day activities.

> - Kristin DeWitt Daiichi Sankyo Ambassador

Questions?



Healthcare Businesswomen's Association

Next up... guidance for getting started

This program has been a game-changer, providing me with a unique opportunity to break down barriers [silos] and collaborate with key stakeholders across my organization. This exposure has been incredibly valuable, prompting a significant shift in my mentality and allowing me to incorporate fresh approaches in my current role.

- Megan Hernandez athenahealth Ambassador

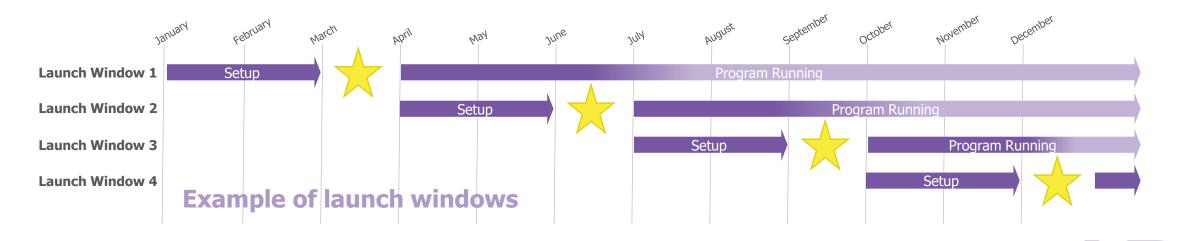
Getting Started...

The HBA GAP launches new programs multiple times each year during designated **Launch Windows**.

These launch windows form an HBA **Community of Practice**, led by the HBA GAP, and bringing together company leaders involved in the setup of each program for peer-support, guidance, and sharing of best practices.

Why launch windows?

- Leans into peer-support
- Builds cross-company connections
- Increases transparency and collaboration
- Allows for clear, manageable timelines



The GAP Setup Process

Step 1: Submit Activation Form

Automated form makes it easier for companies to provide HBA all we need to know to start the setup process on their own time/at their own pace (some pre-work required)

Step 2: Select Ambassadors

Step 3: Plan Launch event

[Champion] Enhanced by peer Communities of Practice, and armed with numerous tools, resources, and best practices to help make it easy

Step 4: Determine cohort focus(es) —

[Executive Sponsor] Provides the framework to ensure group initiatives achieve game-changing results for the organization, supported by HBA

Step 5: LAUNCH! A robust 3- to 4- hour live event experience to ensure the program is kicked off with gusto



Setting up for success

Please refer to our <u>Executive Sponsor</u> and <u>Champion</u> One-Pagers for additional information.

It is critical to pre-determine the key individuals supporting the Ambassador Program internally at your company so the HBA can best orient and support them through the process.

Executive Sponsors

The senior executive supporters of the program who:

- Provide strategic guidance and framework for group initiative ideation
- Assist the program in identifying key stakeholders and open doors for budgetary needs, HR or legal approvals, etc.
- Inspire and mentor the cohort to excel, providing helpful feedback during meetings and progress presentations

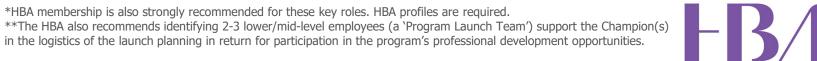
Identify 1-2 Executive Sponsors per cohort

Champions

The key internal success drivers of the Ambassador Program who:

- Strategically and tactically plan the program's setup and launch**
- Oversee cohort progress via collaboration with HBA Advisors and by leveraging situational leadership to motivate the group
- Serve as a conduit of communication to the Executive Sponsors

Identify 1-2 Champions per cohort



What is a Community of Practice?



A forum to enhance the diversity, scope, and richness of the HBA Ambassador experience through shared knowledge and best practices for all participants, both external and internal.

The HBA will deliver our Communities of Practice via a combination of **live meetings** and **virtual Community forums**.

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*Note: the Champion Community of Practice for program setup is 6 sessions across 8-12 weeks. Attendance is critical for setup success



How to recruit



Executive Sponsors

- Tap senior HBA partnership advocates
- Previous HBA Luminaries
- Former IWN or ERG leadership

Champions

- Previous HBA Rising Stars
- Previous Ambassadors (if the program has been run before)
- IWN or ERG emerging leaders: Are there individuals looking to step up, step out, or do something that is outside the ERG but still a massive benefit to it?
- Put out a call on internal comms channels

FB/

Please refer to our

Executive Sponsor

and <u>Champion</u> One-Pagers for additional

information.



Setting up for success

Please refer to HBA's Activation Toolkit for additional information and guidance.

Once your Executive Sponsors and Champions have been determined, it's time put some thought into your program details, specifically:

Preliminary Launch Details

Program Composition

- Which upcoming launch window?
- Target launch date?
- Launch format (virtual/inperson)

- Preliminary program focuses
- Program composition (geography, business unit, etc)
- Preliminary Ambassador Criteria
- Cohort size and needs





The GAP Activation Form Submitting your intent to launch

Once you have determined these items, it is time to indicate your **intent to launch** by submitting a completed **GAP Activation Form**.

The HBA GAP Activation Form is an easy way to provide the HBA all the information needed to begin the setup of your program. Multiple programs may be launched simultaneously, however a separate form must be submitted for each program.

Please utilize our **Activation Toolkit**, which provides significant additional detail about this process and helpful guidance.

	Launch Window *	
	~	~
Estimated Launch Date (this date is not guara	nteed, the HBA will work with you to finalize your launch date in the weeks following form submission.) *	
Primary Chapter Region (if applicable/if the c	phort will be located within one HBA chapter/region territory)	- 1
		~
Please provide an overview of preliminary goa	ls/strategic focuses of the cohort (if identified)	
Describe the program composition (i.e. speci	ic geographies, business units, etc as applicable) *	
Cohort Nickname (a one word nickname to id	entify your cohort. This should not be your company name. Examples: the name of the city the program is located in, the	
business unit or division name, region name,	rtc)	
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Cohort Nickname (a one word nickname to id business unit or division name, region name, Ambassador Criteria (Level of ambassadors.	etc) Enter N/A if not applicable) *	
business unit or division name, region name,	etc) Enter N/A if not applicable) *	
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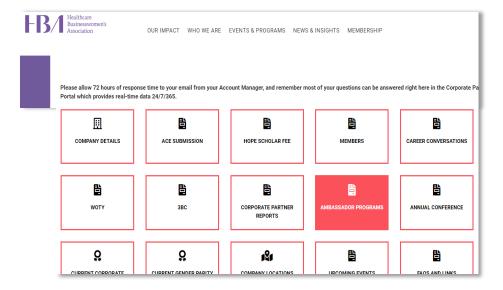
GAP Activation Form

Activating a program in an HBA Corporate Partnership

Only **designated partnership contacts** have access to activate the programs.

To activate, please visit the HBA Corporate Partner Portal in your HBA profile and select 'Ambassador Programs'

Please note: if you are not a partnership contact, please connect with them to determine if any programs remain. Your company's primary contact name can be found in your HBA Profile under My Company > Company Details.

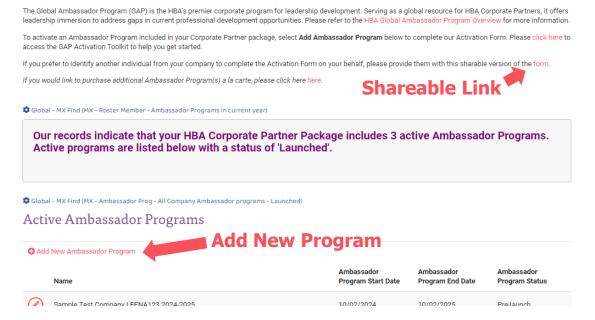


GAP Activation Form

Activating a program in an HBA Corporate Partnership

Within the Ambassador Program section of the CP Portal, designated contacts may:

- Click the "Add New Program" button to complete the Activation Form themselves
- OR copy the Shareable Link and provide it to a trusted contact to complete the form.



If you would like to purchase an additional program a la carte, please <u>click here</u>. Once processed, the form will be sent to you via email with your purchase confirmation.





What happens after submission?

Soon after submission, Champions and Executive Sponsors will receive communications with:

- Their tools/resources to get started
- Access to the HBA GAP Resource Center
- Community of Practice schedule of live meetings to get set up for launch

The HBA will:

- Assign Advisors, Program Excellence Manager, and Launch Leader, making introductions once assignments are made
- Host Community of Practice Sessions to support you through the setup and launch of your programs

[The team] has been ignited with a wave of enthusiasm, active participation, and also enabled collaboration among employees across our organization.

> - Gabriella Caravello speaking on the Syneos Health Argentina Cohort

Questions?



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Next up... the Ambassador Journey

I have discovered a stronger core skill in strategy, and leading teams to navigate through ambiguity.

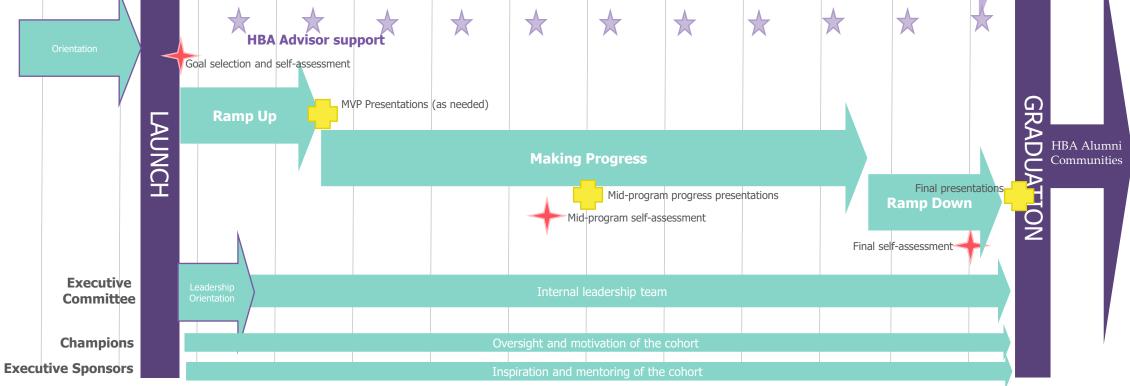
- Nana-Ama Amaning J&J Ambassador and 2024 HBA Rising Star

The Ambassador Experience

Set Career Goals

Develop Group Initiatives

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Goals and Self-Assessments

Ask yourself – where do you want to be by the end of this journey? How will you get there?

Select 1-3 Career Goals

- 1. Increased scope: additional job responsibilities within current position
- 2. Achieve new role: promotion or up-level opportunity gained
- **3. Cross-functional collaboration:** successful completion of project in or with another cross-functional area
- **4. Personal brand:** substantial expansion of sphere of influence internally and externally
- 5. **Executive demeanor & delivery:** increased confidence and authentic, professional self-presentation necessary to support consideration for the next level of management
- 6. **Executive support:** develop senior advocates and mentors internally/ externally
- 7. **Subject matter expertise:** substantially advance knowledge and/or recognition in preferred subject-matter area
- 8. Increased Global Exposure: across the organization via a new role or project

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Core Actions & CAPABILITIES

for Professionals in the Business of Healthcare

Self-Assess Across HBA's Leadership Capabilities

Integrity—Values Alignment, Self-Awareness, Credibility, Accountability

and

ENLIGHTEN

- Communication—Active Listening, Emotional Intelligence, Respectful Communication, Adaptive Communication
- Industry Acumen—Strategic Business Performance, Healthcare Enterprise Knowledge, Digital Ecosystem Knowledge, Entrepreneurship

ENGAGE

- Influence—Impact, Political Savvy, Conflict Management, Inspirational Leadership
- 8. People Management—Cultural Competence, Empathy, Relationship Building, Collaboration
- 9. Networking Visibility, Advisory Network Formation, Professional Brand Promotion, Strategic Positioning

- Executive Presence Confidence, Composure, Business Judgment, Poise
- Executive Mindset—Self-motivation, Mastery Orientation, Resilience, Career Development Strategy

EMPOWER

 Decision-Making—Critical Thinking, Agility, Risk Management, Problem-Solving

EVOLVE

- Change Leadership Disruptive Leadership, Opportunity Assessment, Flexibility, Change Advocacy
- 11. Innovation Capability—Visioning, Design Thinking, Creativity, Ideation
- Continuous Development Upskilling, Learning Agility, Legacy Building, Holistic Wellbeing

Leadership Opportunities

During the launch, time will be dedicated to group discussion of the cohort's organizational needs. There will be opportunities to enhance your program participation by self-selecting into a leadership role:

- **Executive Committee members:** the leaders of the cohort overall, collaborating to oversee cohort and initiative advancement, manage Ambassadors, and report out progress towards goals
- **Team Leads:** lead each of the cohort Group Initiatives, developing plans, overseeing team members in the execution, tracking and reporting on progress



Group Initiatives

During the program, you will be asked to brainstorm and collaborate to bring big ideas to life to solve real challenges. These big ideas are the **Group Initiatives**. Here are a few examples of an identified problem, and the proposed initiative developed to solve it.

Problem/Issue	Proposed Initiative*
Outdated company policy on flex-time, impacting recruitment and retention of employees with children. Need external models from other companies that adhere to government and company requirements	Create a task force and bring in experts to review and model their country specific program that worked. Seek to make a formal proposal to policy holder group for company or department.
No one to go to in the company to get advice from and get ready for interviewing and gaining advocate support for internal positions that are posted.	Create a small group of internal interview coaches that are available to all company employees at the site. The Ambassadors provided training for these coaches from the Ambassador committee and HBA resources and design in sustainable process for on-going use.
Newer employees do not have access to a network of decision makers and thought leaders	Determine how onboarding of new hires are built and the Ambassadors propose an additional 30 minute segment that cohort designs to introduce key leaders in their department / company to showcase what their roles are from a strategic standpoint.
Feeling unknown in the company, because long term employees have their own network and most functional areas in the company stick to themselves	Create a cadence of on site or virtual events with Ambassadors as moderators, panelists, organizers. Invite long term employees to participate and be presenters. Ambassadors to influence actions to cross-fertilize functional silos with vigor and purpose.

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Shifting the Mindset

In the weeks following Launch, you cohort will likely be:

- Selecting team leads
- Refining group initiatives and charters
- Conducting necessary research to inform planning and direction
- Cross-functionally collaborating, and requesting necessary approvals
- And often conducting MVP presentations: are the ideas really viable?

The HBA Advisors and Community of Practice will be there to support you during this critical period, along with internal support from your Champions and Executive Sponsors.





What is expected of you?

- Be engaged you get out what you put in
- Prioritize program meetings including cohort meetings, group initiative meetings, HBA Communities of Practice and exclusive HBA offerings
- Don't forget to focus on your own capabilities development
- Keep your manager informed of progress so they can support you on your journey

You can expect to dedicate \sim 2 hours per week to program-related activities



I found that the time spent within this program really provided me with a safe space to explore my potential in new ways... [the program] also taught me the essential skills and techniques I need to look at challenges from different perspectives.

> - Manesha Shedh Johnson & Johnson Ambassador



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Thank You



Table of Contents

- Who does what?
- Role definitions
- Program process and phases
- Tools and Resources
- Launch

What Does Each Party Do?

- Identifies Advisors and PEM; and completes internal program administration; preps Ambassadors for the experience
- Kicks off Communities of Practice for Setup; orients company roles and participants; provides access to GAP Resource Center
- Assigns Launch Leader for launch; works with Champions to finalize Launch agenda
- he HBA

quide decisions

- Advisors meet regularly with executive committee to help guide and advise
- Program Excellence Manager checks in with Advisors and executive committee at regular intervals to ensure progress and satisfaction

Launch Leaders leads launch, other HBA reps participate; set expectations and

- Launches program mid- and year-end surveys; analyzes results and provides back to cohort for inclusion
- Advisors guide graduation needs; the HBA Program Excellence Manager works with champions (and HBA staff) on re-launch

- Identifies internal core team, program needs and Ambassadors; Completes Activation form indicating intent to launch
- Works with Launch Leader to determine launch date and communicate internally; plans launch event
- Recruits and selects Ambassadors; provides framework for group initiative ideation
- Executive Sponsors, Champions and Ambassadors participate in launch; Ambassadors determine governance and initiatives
- Cohort executive committee meets regularly with HBA Advisors to determine cohort needs / keep group on track
- Cohort meets monthly/quarterly for progress updates, bonding and professional development
- Cohort works throughout the program on individual goals and selected group initiatives; complete mid-and year-end assessments; exec committee presents results to Executive Sponsors
- Exec committee plans/executes graduation needs; Champions work with the HBA to determine re-launch details





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Role Definitions Company roles

Executive Sponsor (1-2 needed) : senior executive (usually VP or higher) supporters of the program, providing budgetary support and strategic guidance when needed. Provides guidance and framework for group initiative ideation, and inspires and motivates the cohort to excel. Provides feedback and mentorship during progress presentations.

Champion (1-2 needed): the key drivers of the Ambassador Program internally, working to strategically and tactically plan the program's setup, launch, and monitor progress. Typically director / senior director level, with some visibility and pull within the organization. They are usually driven deeply involved in diversity, equity, and inclusion (DE&I) initiatives, viewing them as advantageous for personal, company, and broader community benefits, and may have even tried other leadership development programs to fill training gaps. Candidates with HBA experience or lower-level candidates with exceptional motivation and diverse professional backgrounds, such as cross-functional or global experience, may also be considered. Lead a team to execute the launch.

Ambassadors: the participants of the company's current program cohort

Executive Committee: five to six **Ambassadors** who self-select into the leadership team of the program; works closely with HBA advisors to ensure group is making progress towards goals

Team lead(s): individuals who self-select into leading one of the identified group initiatives or functional committees.

Cohort: refers to a group of Ambassadors participating in a company's current, particular Ambassador Program

Role Definitions HBA roles

*Program Excellence Manager – the key program contact from the HBA

HBA-trained volunteers are assigned to serve to one or more HBA Corporate Partner companies and are responsible for overseeing the Ambassador Program(s) within those companies. The Program Excellence Manager (PEM) manages the relationship with the company's internal Ambassador Program contacts; starts up new programs, facilitates program renewals, and ensures overall program quality; and acts as the primary connection point for the programs, staff, participants, advisors and HBA regions/chapters. *Program Excellence Managers are not the advisors who guide the cohort participants through the program.*

Every Ambassador Program company is assigned one HBA Program Excellence Manager

*Advisor – guides the cohort

HBA-trained volunteer leaders assigned to each Ambassador cohort, working closely with the executive committee, driving the group and ensuring the cohort is making progress towards goals. Advisors are assigned and introduced to the cohort pre-launch, are often involved in pre-launch conversations, and take part in the launch when able. Each Ambassador cohort has two HBA Advisors. **Every Ambassador Program is assigned two HBA Advisors**

HBA Regional or Chapter leadership – your local partners in collaboration

When programs are running in an existing HBA chapter or region, the Program Excellence Manager will make the connection to the local leadership team to ensure the cohort has access to all the benefits of the location and to collaborate. The local region/chapter can also provide HBA overviews (called Lunch and Learns) to employees within or outside of the Ambassador cohort to help individuals get the most out of the organization.

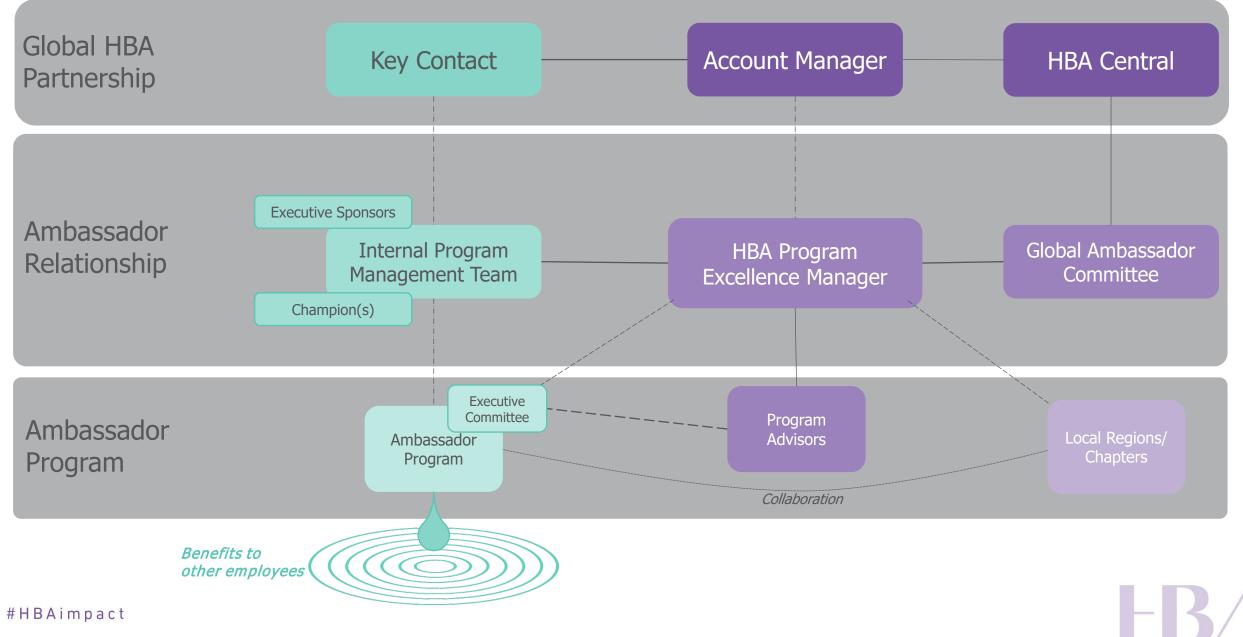
Launch Leader – leads/executes the launch

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An HBA leader with significant experience in leading Ambassador Program launch events. The Launch Leader will lead the full launch event from start to finish, ensuring the program is set up for success

Corporate Partner

HBA

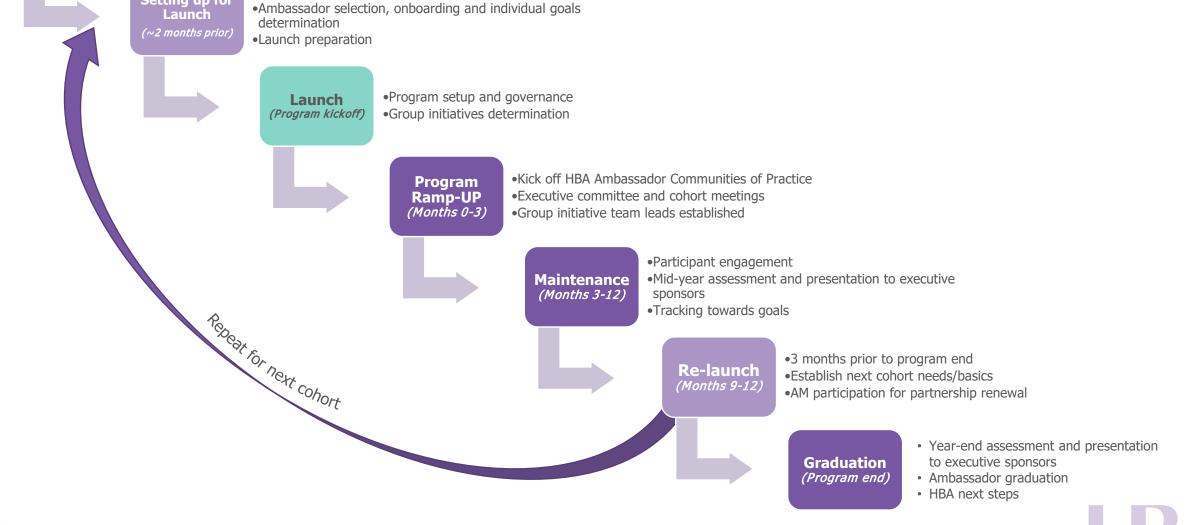


Setting up your internal team
Determining program strategy, composition and specifics
Preliminary launch details

Setting up for

•Kick off HBA Communities of Practice

Program Process and Phases



Activation

(2+ months prior)

Additional Tools and Resources

The current Playbook is being significantly streamlined, removing all substantial detail and best practices to helpful program kits based on role/task.

Where are all the resources from the Playbook going?

They will be housed in a brand new **HBA Global Ambassador Program Resource Center,** a knowledge base* organized to make it easier for participants to find what they need as they walk through the process.

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*Knowledge Base will be password protected for enhanced intellectual property security.





Resource Center and Tools

Role sheets will provide each individual clarity in their role, responsibilities, and the tools to do it quickly and easily

Simplified responsibilities

A clearly defined

Champion

The Ambassador Program Champion(s) are the key drivers of the program internally, working to strategically and tactically plan the program's setup, launch, and monitor progress. Each program is recommended to have two Champions.

Key Responsibilities

What's in it for me?

An exciting new challenge

1. Recruit and select the Ambassadors

High-visibility opportunity to be seen as a leader

Great addition to development plan and resume

Expand network inside and outside your company

Enhance and expand leadership skills

- 2. Schedules and plans the Program Launch event
- 3. Document and share program best practices, successes, etc for continuous improvement

Tools and Resources

Champion Training

Recruitment and Selection Kit Launch Planning Kit Will include 80+ new and revised tools, resources, and articles!

Resources readily available to complete responsibilities

Resource Kits include best practices, documents, tools and resources organized by task to make things easy

Time Commitment: 2-3 hours per week pre-launch, 2-4 hours per month



Launch

The program Launch makes a big impact in one 3-4 hour session.

Agenda

- **Introduction from the Champions:** Setting the stage for the Launch and HBA intros (10 mins)
- Breakout session: Networking/individual goals discussion (20-30 mins)
- **Introduction from the Executive Sponsors:** Delivering the problem statement and inspiring the cohort (~20 minutes)
- Breakout session: Group initiatives ideation (~40 mins)
- Group initiatives discussion: Narrowing in on top ideas (45 mins)
- **Interactive group session:** Self-organization of the group and what to expect the first 45 days (40 mins)
- Launch next steps and close from Champions