



CONCORDANT

Healthcare Solutions, Inc.

CERTIFIED HUMAN-CENTERED DESIGN LEADER



Competency-Based Human-Centered
Design Certification Course

Powered By: **PERFORMANCE DRIVEN DIVERSITY™**

An executive-level, competency-based certification for leaders who design leadership systems that align diverse human experience, professional practice environments, and organizational performance to achieve best-in-market results



Design Leadership Systems to Maximize Diverse Human-centered Performance



Leverage Cognitive and Life-Experience Diversity as a Performance -Driven Engine



Measure What Matters, Achieve Competitive Results



Strengthen Workforce Engagement, diversity, and inclusion to build thriving Human-centered Cultures



www.concordanthealth.com



“Strength Lies in Differences, not Similarities”

Stephen R Covey



888.406.8287



COURSE OVERVIEW

The Certified Human-Centered Design Leadership course is an 8-module executive-level program that prepares leaders to design leadership systems in which diverse human experience, professional practice environments and organizational performance are intentionally aligned.

The program is grounded in Performance-Driven-Diversity™, a proprietary methodology that leverages differences in role, experience and perspective as strategic assets for improved decision quality, workforce stability, safety, and best-in-market performance.

The course meets instructional design, assessment, and rigor standards commonly required for CEU and professional certification review



COURSE DURATION 8 MODULES

Approximately 20-25 hours blended learning: Asynchronous + Live Virtual

AT A GLANCE



EXECUTIVE LEVEL

Designed for emerging and senior leaders across organizations operating in competitive markets



FOCUS ON EXECUTION

Move beyond compliance diversity to design human-centered systems that deliver measurable results



DATA INFORMED

Use proven frameworks and analytics to drive decisions and enhance best-in-market performance



PRACTICAL & APPLIED

Tools, diagnostics, and real-world applications you can implement to improve human-centered leadership performance



COMPETENCY-BASED CERTIFICATION

Demonstrate Human-centered Leadership competency and application for diverse organizations

OUR PROGRAM IS BUILT ON

THREE FOUNDATIONAL PRINCIPLES

When leaders align diverse human-centered needs, professional environments, and organizational performance, they create conditions for innovation, resilience, and best in market outcomes



Design leadership systems that prioritize people, purpose and well-being



Leverage diverse perspectives as a strategic performance engine



Align human-centered behaviors and systems to achieve a competitive advantage

YOU WILL LEAVE WITH:



A clear understanding of Human-Centered Design Leadership Competencies



Actionable tools to assess, design, and optimize leadership systems for diverse organizations



Metrics and dashboards to track and improve performance driven diversity



Governance and accountability strategies that sustain results



A capstone action plan to design a customized Human-centered operating system

YOUR NEEDS ... OUR SKILLS ... YOUR SUCCESS

COURSE SYLLABUS

LEARNING OBJECTIVES

COMPETENCIES THAT DRIVE TRANSFORMATION

By the end of this competency-based course, participants will be able to apply the principles, systems and tools of Human-Centered Design Leadership to create measurable impact in their diverse organizations.



COMPETENCY

LEARNING OBJECTIVE

KEY OUTCOME



HUMAN-CENTERED LEADERSHIP DISCIPLINE

LO-HCDL-1

Define Human-Centered Design Leadership as a professional discipline and explain why leadership systems design is essential for sustainable best-in-market performance among diverse organizations, teams and individuals.



Recognize the strategic role of HCDL in achieving sustainable, competitive advantage.



DIFFERENTIATING EXECUTION FROM INTENT

LO-HCDL-2

Differentiate Human-Centered Design Leadership from compliance-based DEI, culture and engagement initiatives, articulating why performance-driven diverse organizations outperform symbolic approaches.



Make a compelling business case for execution-focused leadership systems that drive real performance.



ALIGNING SYSTEMS WITH OUTCOMES

LO-HCDL-3

Apply the Human-Centered Leadership model to align leadership behaviors, professional practice environments, and performance outcomes.



Align leadership, environment, and outcomes for maximum organizational impact.



MEASURING WHAT MATTERS

LO-HCDL-4

Use analytics and diagnostic tools (leadership, scorecards, cultural metrics, ROI dashboards) to evaluate and improve human-centered performance in competitive markets.



Leverage data and analytics to drive decisions and improve performance.



BUILDING SYSTEMS THAT SUSTAIN

LO-HCDL-5

Design governance, accountability, and continuous-improvement strategies that embed human-centered leadership into organizational systems.



Create sustainable systems that enable accountability and drive continuous improvement.



LEADING TRANSFORMATION

LO-HCDL-6

Lead transformation initiatives that integrate Human-Centered Design Leadership with Performance-Driven Diversity™ to produce best-in-market performance outcomes.



Lead transformation that delivers measurable, innovative, and lasting results.

Diversity Equals Innovation (DEI)™

COURSE SYLLABUS



MODULE STRUCTURE

8 MODULES. ONE TRANSFORMATION

Each module builds upon foundational concepts and provides practical tools, diagnostics, and frameworks to help you design and implement a Human-Centered Design Leadership system that delivers measurable best-in-market results



1



FOUNDATIONS OF HUMAN-CENTERED DESIGN LEADERSHIP

Explore the principles, mindset, and leadership shift required to move from managing diverse identities to designing performance driven leadership systems for diverse organizations.



PRIMARY DELIVERABLE

HCDL Readiness Diagnostic

2



WHY HUMAN-CENTERED LEADERSHIP FAILS WITHOUT DESIGN

Understand common pitfalls, symbolic approaches, and why intention without design leads to inconsistent and unsustainable results.



PRIMARY DELIVERABLE

Reflection Worksheet

3



PERFORMANCE-DRIVEN DIVERSITY™ AS A LEADERSHIP ENGINE

Leverage differences in roles, experience, and perspective to drive innovation, decision, quality, and workforce performance.



PRIMARY DELIVERABLE

Professional Analysis & Statement

4



EXCEPTIONAL DIVERSE CUSTOMER AND PATIENT EXPERIENCE

Apply Human-centered leadership principle grounded in performance driven diversity for exceptional customer experience.



PRIMARY DELIVERABLE

Leadership Impact Map

5



QUANTIFYING HUMAN-CENTERED LEADERSHIP BEHAVIORS

Use diagnostics and feedback systems to measure leadership behaviors that drive trust, engagement, and outcomes



PRIMARY DELIVERABLE

Leadership Behavior Analysis Tool

6



MEASURING HUMAN-CENTERED CULTURE & OUTCOMES

Implement metrics and analytics to track culture, experience, and performance that matters most.



PRIMARY DELIVERABLE

Culture Diagnostic Tool

7



MISSION ALIGNMENT & LEADERSHIP SYSTEM INTEGRATION

Integrate purpose, strategy, leadership, and operating systems to ensure alignment across the organization



PRIMARY DELIVERABLE

Mission Alignment Map

8



CAPSTONE: DESIGNING THE HCDL OPERATING SYSTEM

Apply all learning to design you own Human-Centered Design Leadership operating system and action plan.



PRIMARY DELIVERABLE

HCD Analysis and Project



BUILD. APPLY. TRANSFORM

A progressive learning journey that equips you to design leadership systems that deliver real, measurable and sustainable results



Engaging content, real-world tools, practical application



Designed by seasoned leaders and industry practitioners