



is proud to provide Unlimited Free Access to your leaders and caregivers...

REGISTER NOW

June 8, 2021 — 10:00 am – 4:30 pm CT

Brian Lee and his Custom Learning team are partnering with us to bring this world class conference direct to your team... no travel, no hotel, no worries!

LIVE STREAM SUMMIT REIMAGINING HEALTHCARE ENGAGEMENT

Refreshing the
Workplace through
Resilience, Agility
& Kindness

6 REASONS WHY YOU NEED TO REGISTER TODAY:

- 8 world class inspirational speakers who will capture your imagination and stir your soul
- Extend the power of positive thinking, inspiration and excitement to covid-fatigued caregivers and their leaders
- Rebuild morale and energize teamwork as your people learn and share together through Watch Parties
- High impact and leading edge patient experience skills and best practices you can put to work immediately
- An opportunity to connect directly with the speakers through live Q and A
- Celebrate your Caregiver Hero by submitting them for national recognition, and see them inducted into the National Caregiver Heroes Hall of Fame

WHO SHOULD ATTEND?

Everyone who engages with patients or coworkers and wants to improve their people skills by learning new best practices.

This includes:

Senior Leadership, Managers, Charge Nurses, Quality, Patient Experience Coordinators and Advocates, HR Leaders, Frontline Caregivers, RNs, CNAs, Therapists, Physicians, Nurse Practitioners, PAs, Lab/Imaging Techs, EVS and Dietary Techs, Billing, Accounting, HIM, IT, and more.

Nominate and celebrate your Caregiver Hero who has demonstrated strength, determination and compassion through the way they have cared for your patients and each other during the challenging times of 2020. Further details and nomination instructions can be found on our website.

2020 Caregiver Heroes
Hall of Fame
Recognition



[Nominate Now](#)

[Learn More](#)



MEET YOUR EXTRAORDINARY FACULTY OF ENGAGEMENT EXPERTS

Start Times: 8 PT / 9 MT / 10 CT / 11 ET
Note: Times shown below in Central Time

10:00 – 10:30 | Patient Experience Expert
Brian Lee CSP, HoF

Reimagining Healthcare Engagement

The healthcare world has turned upside down in a year. Discover the new secrets of successful frontline engagement in a covid-fatigued and stressed-out, work environment. Join Brian as he paints a picture of how to thrive in an uncertain new normal, with buy-in and commitment from caregivers at every level.



10:30 – 11:00 | Trust Expert
David Horsager MA, CSP, CPAE and CEO of Trust Edge Leadership Institute

Trust Edge

The #1 question everyone is asking about you: "Can I trust you?" Without trust organizations lose productivity, relationships, reputation, talent, customer loyalty, revenue, and results. David offers a roadmap for how to become the most trusted in your industry. You will learn strategies to increase alignment, overcome attrition, and get absolutely clear on executing your top priorities.



11:00 – 11:30 | RE-Fresh Break

11:30 – 12:00 | Human Behavior Expert
Colette Carlson MA, CSP, CPAE

You Management: Yes, I Can Say No

To remain resilient, attendees will learn a four-step formula to protect their time and energy in order to say "yes" to their personal and professional goals and priorities.



12:00 – 12:30 | Compassion Expert
Marcus Engel MS, CPXP, CSP

Being With

Engaging staff takes active listening and intentional presence. Join Marcus to discover strategies to enter the workplace with a compassionate heart and a soul of kindness.



12:30 – 1:00 | RE-Plenish Break

1:00 – 1:30 | Motivation Expert
Jim Cathcart CSP, CPAE and Top 1% TEDx Speaker and Author

The Acorn Principle

Inside each of us there is a "seed" that contains our potential, our "oak" if you will. Those who discover this seed and diligently tailor their life and career to match it will achieve substantially more than those who neglect it. Your fastest, easiest, and most meaningful growth will always come along the lines of your natural abilities. Come and learn from the decades of research and application that Jim shares. As he says, "Come with me and let's discover how much more successful you can be!"



1:30 – 2:00 | Resiliency Expert
Eileen McDargh CSP, CPAE, CEO (Chief Energy Officer) The Resiliency Group

Personal Resilience: Staying Right-side Up in a World that's Upside Down

Crisis fatigue is the universal diagnosis for emergencies that never stop. No time to catch your breath. Tired beyond tired. This small segment offers a place to start exploring just how to begin the journey to refuel and recharge yourself! To take care of others you must first take care of yourself!



2:00 – 2:30 | RE-Juvenate Break

2:30 – 3:00 | Customer Service and Experience Expert

Shep Hyken CSP, CPAE

How to Create an Amazing Experience: Be Convenient

The world of healthcare is more competitive than it has ever been. Our customers compare us to the best customer service experience they have ever received, regardless of company or industry. How can we set ourselves apart? Convenience! Be easy to "do business with." In this conversation with Brian Lee, Shep will discuss the Six Convenience Principles from his bestselling book, The Convenience Revolution, that will help you create an amazing customer – or patient – experience. Learn how to create an experience that will truly amaze!



3:00 – 3:30 | Motivational Humorist Expert
Meg Soper RN

Conscious Leadership: Creating a Positive Culture

We all need a lift these days! This presentation outlines simple strategies to help us bring more focus and awareness to our energy management so that we can create and maintain a positive culture in our workplace and within ourselves.



3:30 – 4:30

Celebrating Caregiver Heroes

Caregiver Heroes

REGISTER NOW

HC+SEC
HealthCare Service Excellence Conference
800.667.7325



Plan on Bringing the Entire Live Stream "Reimagining Healthcare Engagement"

Inspirational Summit to Your
Leaders and Caregivers

JUNE 8TH, 2021

TIPS TO ORGANIZE SUCCESSFUL WATCH PARTIES:

[Download Poster](#)

- Post the Summit Poster on bulletin boards everywhere
- Email the poster to your employee database
- Book Watch Party spaces, including conference rooms, cafeteria, boardroom, etc. that enable anyone to drop in
- Serve snacks, drinks, etc.

SCHEDULE WATCH PARTIES:

- Encourage every department head to schedule one or more Watch Parties
- Challenge your Senior Leadership Team to watch as a group
- Assemble your Service Excellence/Patient Experience Council to view together
- Invite your Board and Patient/Family Advisory Council

TRAIN YOUR OWN WATCH PARTY FACILITATORS:

Turbo charge the impact and value of the Summit and let us train your own Watch Party Facilitators. These 1-hour Train-the-Facilitator sessions will be led by Conference Founder and CLS CEO Brian Lee. Choose one session by clicking below to save your spot.

June 1, 2021
at 1 pm CT

[Join Here](#)

June 2, 2021
at 1 pm CT

[Join Here](#)

MAKE IT HAPPEN

Appoint a Summit Engagement Task Force to encourage, promote and facilitate maximum leader and caregiver engagement.

HCSEC ATTENDEES RAVE

"The speakers were fantastic. Learned so much and they made it fun, entertaining and educational."

– Julie Chamulak,
Department of
Veterans Affairs

"Exceptional conference! I can't wait to get back to work so I can begin implementing some needed changes."

– Kevin Myers,
Wilson Medical
Center

