

HEALTHCARE SERVICE EXCELLENCE

CONFERENCE PRESENTS...

June 8, 2021

11 AM – 5:30 PM ET

An interactive live stream event providing expertise, motivation and practical skills to strengthen your role as an influencer and advocate. Join us as a watch party or with a colleague to learn together and fast track your post event implementation plan.

LIVE STREAM SUMMIT

# REIMAGINING HEALTHCARE ENGAGEMENT

Refreshing the  
Workplace through  
Resilience, Agility  
& Kindness

## MICRO-KEYNOTE PRESENTATIONS



11:00 – 11:30

### Reimagining Healthcare Engagement

Brian Lee CSP, HoF | *Patient Experience Expert*



2:00 – 2:30

### The Acorn Principle

Jim Cathcart CSP, CPAE and Top 1% TEDx Speaker and Author | *Motivation Expert*



11:30 – 12:00

### Trust Edge

David Horsager MA, CSP, CPAE and CEO of Trust Edge Leadership Institute | *Trust Expert*



2:30 – 3:00

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

Eileen McDargh CSP, CPAE, CEO (Chief Energy Officer) The Resiliency Group | *Resiliency Expert*

12:00 – 12:30 | *RE-Fresh Break*



12:30 – 1:00

### You Management: Yes, I Can Say No

Colette Carlson MA, CSP, CPAE | *Human Behavior Expert*

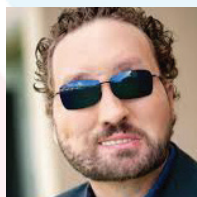


3:00 – 3:30 | *RE-Juvenate Break*

3:30 – 4:00

### How to Create an Amazing Experience: Be Convenient

Shep Hyken CSP, CPAE | *Customer Service and Experience Expert*



1:00 – 1:30

### Being With

Marcus Engel MS, CPXP, CSP | *Compassion Expert*



4:00 – 4:30

### Conscious Leadership: Creating a Positive Culture

Meg Soper RN | *Motivational Humorist Expert*

1:30 – 2:00 | *RE-Plenish Break*

4:30 – 5:30

### Celebrating Caregiver Heroes

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 these challenging times of 2020. Further details and nomination instructions can be found on our website.

Caregiver  
Heroes

Our Details