

HEALTHCARE SERVICE EXCELLENCE

CONFERENCE PRESENTS...

**June 8, 2021**

**8 AM – 2:30 PM PT**

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



8:00 – 8:30

### Reimagining Healthcare Engagement

**Brian Lee** CSP, HoF | *Patient Experience Expert*



11:00 – 11:30

### The Acorn Principle

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



8:30 – 9:00

### Trust Edge

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



11:30 – 12:00

### 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*

9:00 – 9:30 | *RE-Fresh Break*



9:30 – 10:00

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

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

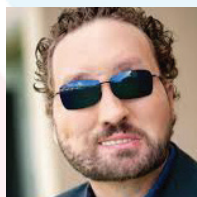


12:00 – 12:30 | *RE-Juvenate Break*

12:30 – 1:00

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

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



10:00 – 10:30

### Being With

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



1:00 – 1:30

### Conscious Leadership: Creating a Positive Culture

**Meg Soper** RN | *Motivational Humorist Expert*

10:30 – 11:00 | *RE-Plenish Break*

1:30 – 2:30

### 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