

**A LIVE STREAM  
EXPERIENCE**  
**MAY 3-4, 2022**  
10am - 2pm CT



# elevate

Shifting focus from pandemic to people

An interactive virtual event that will provide expertise, inspiration and practical skills to strengthen your role as a caregiver.

Join us individually or as a watch party to rebuild morale and energize teamwork as we learn together.

## Tuesday May 3rd, 2022



**Brian Lee** CSP, HoF

**10:00AM CT**

**Elevate: Shifting Focus from Pandemic to People**

If we want our people to value, nurture and care about their patients, we must first value, nurture, and care about them. This presentation will give participants the tools and skills to rejuvenate and re-energize their attention to the patient experience again by putting "people first" through a culture of resilience, empathy, kindness, and self-care.



**Andrew Lewis** MTS, QMed, CMT

**12:00PM CT**

**Rules to A Fair Fight: Keeping Workplace Conflict Healthy**

This workshop will provide you with engagement strategies for managing the "gray areas" of workplace interaction. You will leave with tools to help your team deal with issues "above ground" and fend off the damaging effects of conflict that are often left unaddressed.



**Lynn Sullivan** CHRE, CCP

**11:00AM CT**

**Some Assembly Required: Refocusing on Personal Growth**

For some time now most of our lives have been on hold, but we are now seeing the light at the end of the tunnel. It is time to refocus and renew personal values, priorities, and goals. In this session Lynn will provide tools you can use to get back on track.



**Robert Grossman**

**1:00PM CT**

**Coaching Conversations**

The ability to coach helps you increase your employees' commitment and level of engagement, and handle problems that interfere with working relationships and productivity. Coaching others makes it easier for you to achieve your own goals. During this session Robert will identify the steps of a coaching session and how to apply basic coaching techniques for performance improvement, career development, and more.

## Wednesday May 4th, 2022



**Tim Durkin** CSP

**10:00AM CT**

**Elevated Leadership: Skills That You Will Need Every Now and Then**

An overview of the Volatile, Uncertain, Complex and Ambiguous (VUCA) environment and the leadership skills needed in the next normal (now) by exceptional leaders in healthcare. During this session Tim will provide specific tools and techniques that every leader should now use to mitigate the challenges VUCA brings to become an employer and provider of choice.



**Michael Bayer** MBA, CSP, AS

**12:00PM CT**

**Focus on the Patient Experience**

For the last two years we have been in a constant state of flux, changing and adapting to overcome the challenges we faced from the pandemic. Now is the time to refocus on the patient experience. In this session, you will "see" the way to re-engage everyone and focus on what really counts, elevating the patient experience to new heights.



**Richard Hadden** MBA, CSP

**11:00AM CT**

**Engagement: Whose Job is it Anyway?**

Highly engaged leaders and frontline professionals deliver five-star experiences to patients and other customers. But what IS engagement? And how do you get it from those you lead AND from yourself? This session will provide practical and doable actions that turn up engagement, loyalty, retention, customer experience, and a sense of fulfillment in your own work.



**Jeff Tobe** MED

**1:00PM CT**

**"Your Zipper is Open"...and Other Miscommunication Challenges!**

One of the common threads among world class healthcare organizations is their ability to communicate intentionally, effectively, and empathetically. Daily we work with people who have opinions, values, beliefs, and needs that differ from our own. In this session Jeff will provide a process to enable attendees to exchange ideas with others, understand their perspectives, and solve problems through effective communication.

## Our Watch Party Details