

**A LIVE STREAM
EXPERIENCE**

May 3-4, 2022






10:00 am – 2:00 pm CT



elevate

Shifting focus from pandemic to people

Join us for an interactive virtual event that will provide expertise, motivation, and practical skills to strengthen your role as a caregiver... no travel, no hotel, no worries!

-  8 brilliant and inspirational speakers providing a world class learning experience
-  High impact skills and tools you can put to work immediately for yourself and your patients
-  Opportunity to connect directly with the speakers through live Q and A
-  Expand the power of positive thinking, inspiration, and excitement to fatigued caregivers and leaders
-  Rebuild morale and energize teamwork as your people learn together through group Watch Parties

MAKE IT HAPPEN
Appoint a Watch Party
Facilitator to encourage,
promote and facilitate
maximum engagement by
scheduling a watch party at
your organization or facility.

**REGISTER
NOW**



www.HealthCareServiceExcellence.com

MAY 3rd, 2022

10:00 am – 2:00 pm CT



Brian Lee CSP, HoF

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 above all self-care.



Lynn Sullivan CHRE, CCP

Some Assembly Required: Refocusing on Personal Growth

For the past 2 years 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.



Andrew Lewis MTS, QMed, CMT

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.



Robert Grossman

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 can also make 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.



MAY 4th, 2022

10:00 am – 2:00 pm CT



Tim Durkin CSP

Elevated Leadership: Skills That You Will Need for 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.



Richard Hadden MBA, CSP

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 sense of fulfillment in your own work.



Michael Bayer MBA, CSP, AS

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, as the virus slowly abates, 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.



Jeff Tobe MEd

"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.

