

# Better Together: Accelerating Performance in Healthcare

An Interactive, Virtual Workshop • May 18, 2021

During this Huron virtual workshop, attendees will acquire new tools to successfully and consistently conduct individual employee conversations that drive quality outcomes and improve engagement. Hear from keynote speakers as they share proven strategies to select and retain high-performing employees while decreasing costly turnover. Attendees will have access to presentations and tools for two weeks post-workshop.

*\*\*All times are in Central Standard Time      \*\*Eligible for 3.25 continuing education (CE) credits*

Virtual Workshop Agenda — Tuesday, May 18, 2021	
9:30 a.m.	Virtual Lobby Open for Attendee Login
10-10:10 a.m.	Workshop Kickoff Colleen McCrory, MBA, FACHE, Coach Director, Huron
10:10-10:55 a.m.	<b>Building a Positive and Employee-Centric Culture</b> Erin Shipley, R.N., MSN, Coach Director, Huron
10:55-11:05 a.m.	10-Minute Break
11:05 a.m.-12:05 p.m.	<b>4 Things Leaders Can Do Today to Support Engagement</b> Craig Deao, MHA, Managing Director, Huron <ul style="list-style-type: none"> <li>• Walk the talk</li> <li>• Go beyond the survey data</li> <li>• Don't let the little things build up</li> <li>• How to be a good listener interactive exercise</li> </ul>
12:05-12:25 p.m.	<b>Employee-Centric Tactics to Drive Well-Being and Retention</b> Todd Hendricks, MBA, Director, Huron <ul style="list-style-type: none"> <li>• Connecting to purpose</li> <li>• Support and autonomy</li> <li>• How to create psychological safety</li> <li>• Showing your appreciation interactive exercise</li> </ul>
12:25-12:35 p.m.	10-Minute Break
12:35-1:30 p.m.	<b>Critical Conversations That Matter to Drive Performance</b> Colleen McCrory, MBA, FACHE, Coach Director, Huron <ul style="list-style-type: none"> <li>• How to have successful performance conversations</li> <li>• Moving middle performers up and re-recruit high performers</li> <li>• Strategies to move low performers up or out</li> <li>• Interactive role-play performance conversations</li> </ul>
1:30-1:55 p.m.	<b>How to Lead With Kindness and Accountability</b> Amer Kaissi, Ph.D., professor of healthcare administration at Trinity University, author and speaker
1:55 p.m.	<b>Closing Remarks and Key Takeaways</b>

