

# Re-Imagining Your Leadership Influence: Strengthening Relationships, Enhancing Trust and Innovative Problem Solving

## Course Description:

You are invited to participate in a half-day virtual workshop exploring essential leadership skills to help strengthen organizational performance and create a high-reliability culture. Healthcare is founded on solid trust between patients, physicians, nurses, support staff and organizational leadership. Trust requires ongoing nurturing of respect, psychological safety and open and honest communication. Healthcare is also rooted in complexity with a constant flow of problems to be solved.

This course will provide a unique blend of content to help healthcare leaders build trust and innovative problem-solving skills as they refine and enrich the culture of their organization.

## REGISTRATION DETAILS:

### DATE/TIME:

Thursday, June 17, 2021

8:30 a.m. - 12:45 p.m.

- RSVP at [www.healthcareexcellence.org/events](http://www.healthcareexcellence.org/events)
- Register before May 31, 2021 to receive a discounted rate of \$200
- \$350 Registration Fee after May 31, 2021
- For optimal learning, this program is limited to 25 participants
- CME/CEU available\*

## AGENDA

8:30 a.m. - 10:30 a.m.

**Mastering Trust - Human-Centered Leadership**

*Break*

10:45 a.m. - 12:45 p.m.

**The Value of Innovative Problem Solving**



*William J. Maples, M.D.*

### ABOUT DR. WILLIAM MAPLES

Dr. Maples is the founder and president of the Institute for Healthcare Excellence, a national organization supporting care redesign and cultural transformation in delivery systems across the United States. Dr. Maples earned his undergraduate, Masters in Oncology, and medical degrees at the University of Wisconsin—Madison and completed his residency and fellowship in Medical Oncology at the Mayo Clinic Graduate School of Medicine. Dr. Maples practiced Medical Oncology for 25 years at Mayo Clinic and helped lead the Mayo Clinic quality, safety, and experience journey after which he served as Senior Vice president and Chief Quality Officer at Mission Health in Asheville, North Carolina where he helped Mission Health navigate cultural transformation and become a top ranked US health system recognized for its impeccable quality and safety.



*Diane S. Hopkins*

### ABOUT DIANE S. HOPKINS

Diane is the founder and CEO of ExPeers and has extensive experience blending marketing and customer experience strategies in healthcare. Diane's work centers around an exceptional patient experience, and customer experience strategy integrated with operations strategy. Diane is the author of *Unleashing the Chief Moment Officers* and Co-Author of *Advice from a Patient* and *Wake Up and Smell the Innovation and It's Hard to Be Easy*.