



**Hyatt Regency Baltimore Hotel
October 27-28, Baltimore, MD**

AGENDA

***Please turn "off" all cell phones and beepers. This will be greatly appreciated by everyone!
Personal items such as purses, laptop computers, etc., should not be left unattended***

**Day One - 7:00am 🛎 Good Morning!! Buffet Breakfast
Pick up Name Badges by 7:45am!
8:00am WELCOME!**

Day 1 - Course Content

- ▶ Evidence-Based LeadershipSM
- ▶ Selecting Talent & Retention
- ▶ Clarifying Expectations

12:00 to 1:00pm: LUNCH – Networking Opportunities!

- ▶ Communicate Like a Leader
- ▶ Managing Meetings and Time
- ▶ Coaching and Managing High, Middle, and Low Performance

Wrap-up summary and Day One Evaluation completion

4pm Conclusion

**Day Two - 7:00am 🛎 GOOD MORNING!! Buffet Breakfast
8:00am Session Begins!**

Day 2 - Course Content

- ▶ Day ONE summary ~ Question/Answer Review
- ▶ Rounding ~Post Visit Phone Calls Process
- ▶ Reward and Recognition – Key Words Key Times
- ▶ Understanding the External Environment

12:00pm Conclusion of event!

Educational Activity

Physicians are designated a maximum of 10 hours in Category 1 CME Credits towards the AMA Physician's Recognition award. This educational offering has also been approved for a minimum of 10 Contact Hours by Sacred Heart Health System, Org Dev and Education. CE Broker Provider # 50-1733. Each attendee should claim only those hours of credit that he/she actually spent in the educational activity. SHHS is a provider for the Florida Board of Nursing, FBN 3229.

Roster sign in both days is a requirement for course completion credit.