Transforming healthcare with improvement, team coaching, leadership, communication, and relationships

“We make possible what you can only imagine.”

Visit our website: www.clinicalmicrosystem.org

Workshop: “It’s All about Teams”
An intensive workshop focused on leadership, team development, communication, and relationships

September 29 – October 1, 2017
Hanover, New Hampshire
Workshop ends at Noon on Sunday

The literature and empirical evidence emphasize the essential ingredient of successful change to be interdisciplinary teams. Whether it’s the operating suite, a primary care practice, or a team focused on acute myocardial care, optimization of the team is achieved through strategic planning and actions. This highly interactive, intensive workshop will provide strategies, practice, and customized support by international experts to result in best sustainable team performance.

Audience: Managers, supervisors, directors – any leader who leads teams

Faculty (Tentative):
(Invited) Amy C. Edmondson, PhD
Novartis Professor of Leadership and Management, Harvard Business School
Author, Teaming, Building the Future, Teaming to Innovate

Tina C. Foster, MD, MPH, MS
Associate Professor of Obstetrics and Gynecology and Community and Family Medicine, Geisel School of Medicine at Dartmouth
Co-Director, The Dartmouth Institute for Health Policy and Clinical Practice, Microsystem Academy
Program Director, Dartmouth-Hitchcock Leadership Preventive Medicine Residency Program

Una Geary, MD
Director for Quality and Safety Improvement, St. James’s Hospital, Ireland

Marjorie M. Godfrey, PhD, MS, BSN, FAAN
Co-Director, The Dartmouth Institute for Health Policy and Clinical Practice, Microsystem Academy

Steve Harrison, BSc, MA
Head of Quality Improvement, Microsystem Coaching Academy, Sheffield Teaching Hospital NHS Foundation Trust, United Kingdom

Developing communication skills to create a positive and productive healthcare workplace.

By the end of the workshop, participants will be able to:
• Discuss the importance of leadership.
• Describe team development stages.
• Strategize various coaching actions to promote team development.
• Measure team learning.
• Discuss seven relational coordination strategies.
• Identify communication strategies to advance team community and relations.

Registration Deadline: July 1, 2017
Workshop Fee: $2,250

Register at: https://www.regonline.com/FallRetreat2017
Program 1:  
**eCoach-the-Coach**

- An intensive, dynamic, and highly interactive action-learning series blending electronic and face-to-face formats.
- Based on the Team Coaching Model grounded in research, theory, practical application, and literature.
- Focuses on the development of knowledge and skills necessary to successfully coach frontline teams in their improvement efforts.

Participants will develop:
- Fundamentals in applied clinical microsystem theory and practice.
- A structured organized process for coaching healthcare improvement.
- Team coaching skills and capabilities to advance leadership.
- An individualized coaching plan for personal and professional development as a team coach.

Participants benefit from a baseline and post-program assessment of their coaching capabilities and team improvement skills.

Each participant is required to identify an interdisciplinary frontline group to coach throughout the program.

**This is a 5-month series that blends web and face-to-face learning sessions.**

**Fall 2017 Program Dates**
- **4 web sessions:** (All Virtual Sessions 2:00pm – 5:30pm ET)  
  Wednesday, September 6, 2017  
  Wednesday, December 6, 2017  
  Wednesday, November 1, 2017  
  Wednesday, January 3, 2018
- **Onsite session:**  
  October 4 – 6, 2017  
  Lake Morey Resort  
  Fairlee, Vermont

**Spring 2018 Program Dates**
- **4 web sessions:** (All Virtual Sessions 9:00am – 12:30 pm ET)  
  Wednesday, February 14, 2018  
  Wednesday, May 9, 2018  
  Wednesday, April 11, 2018  
  Wednesday, June 13, 2018
- **Onsite session:**  
  Christine E. Lynn College of Nursing  
  Florida Atlantic University  
  Boca Raton, Florida

**Registration Fee:** $2,250

Program 2:  
**From Tools to Relationships, Level 1**

Improvement in health care is a balance of technical skills and interpersonal communication and relationships. From Tools to Relationships (TTR) is a one-of-a-kind, dynamic program that focuses on the interpersonal skills of communication, conflict engagement, and negotiation to improve coaching and team effectiveness.

**Lead Faculty from the American Academy on Communication in Healthcare**

Each participant will develop knowledge and practice skills to enhance communication and relationships in the areas of:
- Active listening
- Humble inquiry
- Proactive conflict engagement
- Emotional regulation
- Motivation
- Negotiation
- Inspiration; and

...create, implement, and reflect on an individual plan to develop new habits in personal and professional communication.

**This is a 5-month series that blends web and face-to-face learning sessions.**

**Fall 2017 Program Dates**
- **3 web sessions:** (All Virtual Sessions 4:00pm – 6:00pm ET)  
  Wednesday, September 13, 2017  
  Wednesday, November 15, 2017  
  Wednesday, January 10, 2018
- **2 onsite sessions:**  
  The Dartmouth Institute  
  October 12 – 13, 2017  
  Lebanon, New Hampshire  
  December 7 – 8, 2017

**Spring 2018 Program Dates**
- **3 web sessions:** (All Virtual Sessions 4:00pm – 6:00pm ET)  
  Wednesday, February 7, 2018  
  Wednesday, April 11, 2018  
  Wednesday, June 6, 2018
- **2 onsite sessions:**  
  March 8 – 9, 2018  
  Florida Atlantic University  
  Boca Raton, Florida  
  May 10 – 11, 2018  
  The Dartmouth Institute

**Registration Fee:** $2,250

For more information and to register: [www.clinicalmicrosystem.org](http://www.clinicalmicrosystem.org)