

The **Self-Development Webinar Program** is a series of six (6) 60-90 minute webinars on key topics that help learners continue to learn and improve in relevant and timely critical healthcare skills.

## Course Descriptions

### **WHAT DO PATIENTS WANT? THE KEY TO ENHANCING THE PATIENT EXPERIENCE**

Instructor: Dr. Thyonne Gordon

This training provides focused tools for working in the hospital setting and improving interactions with patients. Participants will put themselves in the patients' shoes and learn effective ways to make the patient experience one that feels safe and secure such that the patient can reflect a positive experience on the surveys they take when returning home.

### **SELF-CARE FOR HEALTHCARE WORKERS**

Instructor: Dr. Thyonne Gordon

In this training, participants will acknowledge and discuss the realities of the challenges created by this pandemic, specifically the impact on everyone's lives and workplaces. You will look at ways to practice intentional thought, take deliberate action, and strengthen virtual community building.

### **RESILIENCY IN CHANGING TIMES**

Instructor: Jackie Welch

It's easy to feel overwhelmed with the rapid changes taking place in technology, communication and working conditions during this global pandemic. So how do you develop the mindset and strategies to stay resilient and growth-oriented? This training will give you the mental framework and tools you need to prepare for change and to maintain a growth mindset amidst uncertain times.

### **DEVELOPING EMOTIONAL INTELLIGENCE DURING DIFFICULT TIMES**

Instructor: DB Bedford

This training is facilitated through the lens of temperament theory, storytelling and the laws of attraction. Participants are introduced to these remarkable skills by way of innovative group exercises and by using an interactive personality instrument that decodes the various types of personalities we run across every day, in every situation.

### **WORKING WITH CHALLENGING PATIENTS: COPING WITH THE IMPACT OF COVID-19**

Instructor: Kevin Conboy, MSW

This workshop aims to address tactical strategies for successfully dealing with escalated patients, particularly those impacted by COVID-19. Participants will share their own experiences working with challenging patients at their jobs and will learn how to better understand these patients from an empathetic, trauma-informed perspective.

### **CULTURAL SENSITIVITY: INCREASING PATIENT ENGAGEMENT THROUGH A CULTURAL LENS**

Instructor: Kijafa Idalliah

This course seeks to increase participants' understanding of implicit bias, where it comes from and how it shows up. Participants will be guided through a reflective activity to increase their own awareness of their own identities. Lastly, participants will explore tools and strategies to increase their ability to meet client needs in a medical setting.