

IMMERSION 2018

Tentative Agenda

Day 1: Thursday, December 6th

8:30 – 9:00 Registration, Light Breakfast, and Networking Opportunity

9:00 – 9:15 Welcome Address

Alan Alda, Founder and CEO, Alda Communication Training

Laura Lindenfeld, PhD, Director, Alan Alda Center for Communicating Science

Susmita Pati, MD, MPH, Chief Medical Advisor

9:15 – 10:00 Empathy & Clarity – A Fresh Look at Communication

Presenter: Susmita Pati, MD, MPH

10:00 – 10:15 Morning Coffee Break and Networking Opportunity

10:15 – 12:30 Out of the Rut and Into the Groove Part 1

Presenters: Susmita Pati, MD, MPH; Elizabeth Bojsza, MFA

The National Academy of Medicine outlines "the ability to work in interdisciplinary teams" as one of five core competencies that all health professionals should be able to demonstrate. This experiential workshop is designed to teach effective communication skills in health care teams to create a collaborative climate where all team members see themselves as part and parcel of what it takes to achieve high quality patient care. Health care team members across disciplines often feel overworked and undervalued, leading to increased stress and eventual burnout. This phenomenon is becoming more common as the structure of the health care delivery system shifts to team-based models where a range of health care team members with different skill sets and experience levels must work together to deliver care. This workshop reintroduces humanism into health care delivery, helps all team members connect to their passion for their work, and hone their communication skills to communicate clearly and efficiently with other team members.

12:30 – 1:30 Lunch

1:30 – 4:15 Out of the Rut and Into the Groove Part 2

Presenters: Susmita Pati, MD, MPH; Elizabeth Bojsza, MFA; Brenda MacArthur, PhD

Session Break: 2:45 – 3:00

When we make the choice to connect, new possibilities emerge for communication. In this module, participants will build on the morning session by focusing on communication strategies and put empathy and clarity into practice through simulations.

4:15 – 4:30 Closing

Reception to Follow



Day 2: Friday, December 7th

8:30 – 9:00 Light Breakfast and Networking Opportunity

9:00 – 12:00 Communication as a Pathway to Resilient Leadership

Presenters: Susmita Pati, MD, MPH; Elizabeth Bojsza, MFA; Brenda MacArthur, PhD

Session Break: 10:30 – 10:45

This module advances the concept that communication is critical to resilient leadership. The session is targeted toward leaders in health care systems and academic medical centers (e.g., c-suite, deans, chairs). When health care providers transition into leadership positions, they experience a cultural shift which requires them to adapt their communication style. To be viewed as a valuable contributor to the organization, leaders must be able to communicate using business logic, while also balancing a clinical/educational/research agenda. Topics covered include but are not limited to: role ambiguity; in-group/out-group dynamics; transparency; and change management.

12:00 – 1:00 Networking Lunch

1:00 – 4:00 Win-Win Negotiation: Building Bridges for Collective Success

Presenters: Susmita Pati, MD, MPH; Elizabeth Bojsza, MFA; Brenda MacArthur, PhD

Session Break: 2:45 – 3:00

The complexities of negotiation are often compounded by the medical hierarchy and culture. This module includes an analysis of negotiation, skill-building exercises, and practice for the participants. With awareness of the dynamics that come into play in negotiation and hands-on experience, participants are prepared to return to their positions in health care with practical tools for all levels of negotiation. Topics include but are not limited to: integrative negotiation, empathy vs. assertiveness, persuasion, and the power of listening.

4:00 – 4:30 Committing to Resilience and Closing Remarks