

# **BCHS SKILL BUILDING SERIES**



## **SEPTEMBER 2015 - JUNE 2016**

**DO YOU HAVE QUESTIONS ABOUT THE SERIES? CALL US!**

Janice Hendrick	ext. 2347	Karla Stonham	ext. 2344
Angela Schrum	ext. 2393	Steven Cassel	ext. 2697

## **MOVING BEYOND BLAME TO SAFETY - SBSBEYOND**

Participants in this workshop will have a better understanding of the relationship between system/process thinking, blame and accountability. Also, explore why system/process approaches to safety are superior to traditional approaches to safety in healthcare to:

- Facilitate reflection and discuss strengths/weaknesses of the Patient Safety Culture
- Understand what a mature safety culture would look like
- Understand what interventions are needed to change the Patient Safety Culture

Wednesday February 3 10:00am to 12:00pm

Tuesday February 9 1:00pm to 3:00pm

## **TEACH BACK - SBSTEACHBACK**

Participants in this workshop will learn and have the opportunity to practice this highly effective patient education method, which can be used in any patient care setting. They will also discover how to adapt the method for use in other settings from training and orientation of new staff to preceptoring students to communicating with employees from other teams across the organization.

Wednesday April 20 10:00am to 12:00pm

Wednesday May 27 10:00am to 12:00pm

## **COLLABORATIVE COMMUNICATION - SBSCOMMUNICATION**

Participants in this workshop will explore the mindset and some of the strategies that contribute to healthy connections and shared understanding across diverse teams and scenarios.

Tuesday September 29 9:00am to 11:00am

Tuesday December 15 11:30am to 1:30pm

Wednesday February 17 2:00pm to 4:00pm

Friday May 20 9:00am to 11:00am

## **HUMAN FACTORS DESIGN - SBSHUMANFACTORS**

The goals of human factors in healthcare environments are to improve patient safety, efficiency and technology adoption, improve the user experience and reduce the resources required for user training. Participants in this workshop will be able to:

- Define human factor design
- Provide examples of good and bad design process in healthcare
- Discuss the benefits of applying human factors to healthcare
- Understand human factors and their relationship to patient safety

Tuesday May 31 10:00am to 12:00pm

Wednesday June 8 1:00pm to 3:00pm

*We are happy to offer any workshop in the Skill Building Series for any team at a time of their choosing. Just get at least six people committed and call Angela Schrum (ext. 2393), Karla Stonham (ext. 2344), Janice Hendrick (ext. 2347) or Steve Cassel (ext. 2697) to make the arrangements.*

## **PICKLES & FISH: THE DELIGHTER FACTOR IN CUSTOMER SERVICE -**

SBSPICKLES

Participants in this workshop will dive deep into the principles of customer service, learning how to meet and exceed the expectations of all customers – patients, visitors, and others inside and outside our BCHS teams.

**\*\*\* This workshop is available upon request for groups of six people or more**

## **LEVERAGING DIFFERENCE TO MAKE A DIFFERENCE - SBSLEVERAGING**

Every one of us has a unique story and perspective, informed by differences in ethnicity, religion, generation, lifestyle, gender, sexual orientation and many other factors. Participants in this workshop will learn how to elicit that story or perspective and use it to create interactions that truly honour our patients and coworkers.

**\*\*\* This workshop is available upon request for groups of six people or more**

# **BCHS CHANGE LEADERSHIP SERIES**

**Incorporating the BCHS change model and the continuous improvement cycle, this series will explore Grasp, Plan, Do, Study and Act. This session links each phase of a change project with the elements of the change model and relevant tools and strategies for success. To receive a Change Leadership certificate, all courses must be taken in succession.**

## **GRASP - SBSCHANGE-GRASP**

In this hands-on workshop, learn about all phases of the continuous improvement cycle, with a focus on understanding the situation and the Bridges model of change.

Wednesday January 20 9:00am to 12:00pm

Wednesday May 18 9:00am to 12:00pm

## **PLAN - SBSCHANGE-PLAN**

In Plan, explore value stream mapping, current and future state and the A3 Change Plan and learn how to communicate about change using an elevator script.

Wednesday January 20 12:30 pm to 3:30 pm

Wednesday May 18 12:30 pm to 3:30 pm

## **DO - SBSCHANGE-DO**

In Do, learn how to implement trials and measure results, as well as how to coach others through transition.

Thursday January 21 9:00 am to 12:00pm

Thursday May 19 9:00 am to 12:00pm

## **STUDY & ACT - SBSCHANGE-STUDY&ACT**

This workshop focuses on auditing and sustainability, meshing standardized work and training techniques to ensure long-term results.

Thursday January 21 12:30 pm to 3:30 pm

Thursday May 19 12:30 pm to 3:30 pm

## **COMPASSION FATIGUE** - SBSCOMPASSION

Compassion and emotional energy are at the heart of caring professions. For those who do their job well, there is a cost to caring and the jobs that we do. If you ever feel as though you are losing your sense of self and empathy, you may be suffering from compassion fatigue. In this session, we will explore the concept of compassion fatigue, recognize the warning signs and explore management techniques.

Thursday	September 10	9:00am to 11:00am
Tuesday	December 1	2:00pm to 4:00pm
Thursday	February 4	9:00am to 11:00am
Thursday	May 5	11:30am to 1:30pm

## **TEAM AWESOME** - SBSTEAM

Participants in this workshop will explore team building and engagement approaches and activities, learning how they can contribute to building a respectful, supportive and healthy work environment. This workshop focuses on the power of one individual to change the team dynamic for the better.

**\*\*\* This workshop is available upon request for groups of six people or more**

## **STEPPING UP** - SBSSTEPUP

In this workshop discuss a culture of continuous improvement and how taking responsibility changes everything.

Tuesday	October 20	10:00am to 12:00pm
Friday	December 15	10:00am to 12:00pm

## **FINDING BALANCE** - SBSFINDING

Participants in this workshop will learn how healthcare workers, who often suffer from work–life imbalance, can restore their equilibrium. Strategies include stress management techniques, mindfulness and meditation skills, and ways to mitigate the negative effects of shift work.

Thursday	September 10	11:30am to 1:30pm
Tuesday	December 1	11:30am to 1:30pm
Thursday	February 4	2:00pm to 4:00pm
Thursday	May 5	9:00am to 11:00am

## **NAVIGATING THROUGH CONFLICT** - SBSCONFLICT

Participants in this workshop will discuss how clashes in opinion, values or beliefs can help or hinder a collaborative environment. They'll also learn about sources of conflict and strategies for responding when it arises.

Thursday	September 10	2:00pm to 4:00pm
Tuesday	December 1	9:00am to 11:00am
Thursday	February 4	11:30am to 1:30pm

## **LOSING YOUR MARBLES - SBSMARBLES**

The effects of stress and time pressures interfere with our health and quality of work life. This session provides insight on multitasking and what we can do about it.

**\*\*\* This workshop is available upon request for groups of six people or more**

## **FEEDBACK ESSENTIALS - SBSFEEDBACK**

Participants in this workshop will learn and practice strategies for giving feedback in a respectful, productive manner. They'll also explore the benefits of receiving feedback themselves and discuss how to receive it graciously and incorporate it into daily practice for continuous improvement.

Tuesday	September 29	11:30am to 1:30pm
Tuesday	December 15	2:00pm to 4:00pm
Wednesday	February 17	9:00am to 11:00am
Friday	May 20	11:30am to 1:30am

## **INTERGENERATIONAL WORKPLACE - SBSWORKPLACE**

For the first time in history, there are four generations working side by side in the same workplace. Each generation has a different outlook on values, leadership, work ethic and recognition. In this session participants will explore what makes the Traditionalists, Baby Boomers, Generation X and Generation Y unique. When we understand the characteristics, values and motivations of other generations there is a greater appreciation of what everyone brings to the workplace.

**\*\*\* This workshop is available upon request for groups of six people or more**

## **TRAITS & TEMPERAMENT - SBSTRAITS**

People are more productive and creative and experience a greater sense of fulfillment in their work if the roles they are in are a "fit" with their natural temperament. In this workshop, participants will complete the McQuaig™ survey as well as a self-assessment to determine their profile, and then explore the ways in which this insight can enhance their understanding of their motivations, natural strengths and potential areas for growth.

**\*\*\* This workshop is available upon request for groups of six people or more**

## **DIFFICULT CONVERSATIONS - SBSCONVERSATIONS**

A difficult conversation is a discussion you need to have with another person about a situation in which stakes are high, emotions are involved and opinions differ. The key to success is knowing how to plan the conversation so that you can express yourself in a respectful way. In this workshop participants will learn strategies to help facilitate a difficult conversation and try them out in a safe, non-threatening environment.

Tuesday	September 29	2:00pm to 4:00pm
Tuesday	December 15	9:00am to 11:00am
Wednesday	February 17	11:30am to 1:30pm
Friday	May 20	2:00pm to 4:00pm

## BCHS LEAN HEALTHCARE YELLOW BELT

### PERFORMANCE EXCELLENCE 101 - SBSPE101

Performance Excellence is about creating a culture of continuous improvement; improving processes, solving problems, eliminating waste and identifying/driving value from the customer's perspective. In this hands-on workshop:

1. Understand value vs. non value add
2. Learn and identify the different types of waste
3. Learn and apply the principles of 5S

Thursday	September 24	9:00am to 11:30am
Wednesday	January 26	9:00am to 11:30am
Thursday	March 24	9:00am to 11:30am
Wednesday	May 25	9:00am to 11:30am

### PERFORMANCE EXCELLENCE 102 - SBSPE102

Building on the tools used in Performance Excellence 101. In this hands-on workshop:

1. Learn and apply the principles of visual management
2. Understand flow

Thursday	September 24	12:30pm to 3:00pm
Wednesday	January 26	12:30pm to 3:00pm
Thursday	March 24	12:30pm to 3:00pm
Wednesday	May 25	12:30pm to 3:00pm

### PERFORMANCE EXCELLENCE 103 - SBSPE103

This workshop explores built-in quality (Jidoka). Topics of discussion include andon, error-proofing, root cause and problem-solving. In this hands-on workshop:

1. Learn about andon and a quality-first culture
2. Learn about A3 templates - how to create them, tools to use
3. Learn about team problem-solving techniques

Friday	September 25	9:00am to 11:30am
Thursday	January 27	9:00am to 11:30am
Friday	March 25	9:00am to 11:30am
Thursday	May 26	9:00am to 11:30am

### PERFORMANCE EXCELLENCE 104 - SBSPE104

Standardized work is the basis of continuous improvement. In this hands-on workshop:

1. Learn about standardized job instructions and how to create them
2. Learn a training technique that quickly shows an employee how to do a job quickly, safely and correctly
3. Understand a training matrix and how it can benefit your team

Friday	September 25	12:30pm to 3:00pm
Thursday	January 27	12:30pm to 3:00pm
Friday	March 25	12:30pm to 3:00pm
Thursday	May 26	12:30pm to 3:00pm

## **PERFORMANCE EXCELLENCE 105 - SBSPE105**

All staff are meant to understand and use Toyota's Improvement Kata in day-to-day work. Close the gap between desired results and what really happens with the Improvement Kata.

In this hands-on workshop:

1. Learn the Improvement Kata
2. Learn and discuss the five questions of Improvement Kata
3. Understand the steps and pattern of Improvement Kata
4. Understand PDSA with problem-solving

Thursday February 25 9:00am to 11:30am

## **BOUNCE INTO ACTION - SBSACTION**

This fun, interactive workshop will help you understand how easy and fun it is to use measures daily at work. See how measures fit into your huddle to help your team strive for excellence.

Wednesday November 18 10:00am to 12:00pm

Wednesday April 27 10:00am to 12:00pm

## **MICROSOFT OFFICE ESSENTIALS WORKSHOPS**

### **MICROSOFT OFFICE ESSENTIALS PART 1 - SBSESSENTIALS1**

The Microsoft Office toolbar is the basis of Outlook, Word, PowerPoint, and Excel.

In this hands-on workshop:

1. Learn and use the functions of the toolbar
2. Explore Microsoft Outlook and discuss email, calendars and appointments
3. Take a deeper dive into Excel and learn basic formulas and formatting

Wednesday October 14 9:00am to 11:00am

Monday January 25 12:30pm to 2:30pm

### **MICROSOFT OFFICE ESSENTIALS PART 2 - SBSESSENTIALS2**

This session is part 2 of Microsoft Office Essentials.

In this hands-on workshop:

1. Learn about creating tables in Word
2. Explore PowerPoint further with a customized slideshow
3. Take a deeper dive into Excel and learn how to create a chart and a pivot table

Tuesday November 24 9:00am to 11:00 am

Thursday April 21 12:30pm to 2:30pm

**USING RESOURCES WISELY**

**EARN YOUR BCHS LEAN HEALTHCARE YELLOW BELT!**

By completing PE101, PE102, PE103 and PE104 consecutively

## SEPTEMBER 2015

10	Compassion Fatigue	9:00am to 11:00am
	Finding Balance	11:30am to 1:30pm
	Navigating Through Conflict	2:00pm to 4:00pm
24	Performance Excellence 101	9:00am to 11:30am
	Performance Excellence 102	12:30pm to 3:00pm
25	Performance Excellence 103	9:00am to 11:30am
	Performance Excellence 104	12:30pm to 3:00pm
29	Collaborative Communication	9:00am to 11:00am
	Feedback Essentials	11:30am to 1:30pm
	Difficult Conversations	2:00pm to 4:00pm

## OCTOBER 2015

14	Microsoft Essentials Part 1	9:00am to 11:00am
20	Stepping Up	10:00am to 12:00pm

## NOVEMBER 2015

18	Bounce into Action	10:00am to 12:00pm
24	Microsoft Essentials Part 2	9:00am to 11:00am

## DECEMBER 2015

1	Navigating Through Conflict	9:00am to 11:00am
	Finding Balance	11:30am to 1:30pm
	Compassion Fatigue	2:00pm to 4:00pm
15	Difficult Conversations	9:00am to 11:00am
	Collaborative Communication	11:30am to 1:30pm
	Feedback Essentials	2:00pm to 4:00pm

## JANUARY 2016

20	Change Leadership: Grasp	9:00am to 12:00pm
	Change Leadership: Plan	12:30pm to 3:30pm
21	Change Leadership: Do	9:00am to 12:00pm
	Change Leadership: Study & Act	12:30pm to 3:30pm
25	Microsoft Essentials Part 1	12:30pm to 2:30pm
26	Performance Excellence 101	9:00am to 11:30am
	Performance Excellence 102	12:30pm to 3:00pm
27	Performance Excellence 103	9:00am to 11:30am
	Performance Excellence 104	12:30pm to 3:00pm

*We are happy to offer any workshop in the Skill Building Series for any team at a time of their choosing. Just get at least six people on board with the idea and call to make the arrangements.*



## FEBRUARY 2016

3	Moving Beyond Blame to Safety	10:00am to 12:00 pm
4	Compassion Fatigue	9:00am to 11:00am
	Navigating Through Conflict	11:30am to 1:30pm
	Finding Balance	2:00pm to 4:00pm
9	Moving Beyond Blame to Safety	1:00 pm to 3:00 pm
17	Feedback Essentials	9:00am to 11:00am
	Difficult Conversations	11:30am to 1:30pm
	Collaborative Communication	2:00pm to 4:00pm
25	Performance Excellence 105	9:00am to 11:30am

## MARCH 2016

24	Performance Excellence 101	9:00am to 11:30am
	Performance Excellence 102	12:30pm to 3:00pm
25	Performance Excellence 103	9:00am to 11:30am
	Performance Excellence 104	12:30pm to 3:00pm

## APRIL 2016

20	Teach Back	10:00am to 12:00pm
21	Microsoft Essentials Part 2	12:30pm to 2:30pm
27	Bounce into Action	10:00am to 12:00pm

## MAY 2016

5	Finding Balance	9:00am to 11:30am
	Compassion Fatigue	11:30am to 1:30pm
	Navigating Through Conflict	2:00pm to 4:00pm
18	Change Leadership: Grasp	9:00am to 12:00pm
	Change Leadership: Plan	12:30pm to 3:30pm
19	Change Leadership: Do	9:00am to 12:00pm
	Change Leadership: Study & Act	12:30pm to 3:30pm
20	Collaborative Communication	9:00am to 11:30am
	Feedback Essentials	11:30am to 1:30pm
	Difficult Conversations	2:00pm to 4:00pm
25	Performance Excellence 101	9:00am to 11:30am
	Performance Excellence 102	12:30pm to 3:00pm
26	Performance Excellence 103	9:00am to 11:30am
	Performance Excellence 104	12:30pm to 3:00pm
27	Teach Back	10:00 am to 12:00pm
31	Human Factors Design	10:00am to 12:00pm

## JUNE 2016

8	Human Factors Design	1:00pm to 3:00pm
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# **BCHS SKILL BUILDING SERIES**

**FREE** PROFESSIONAL DEVELOPMENT FOR ALL BCCHS MEMBERS

Entering its sixth year of workshops,  
the BCCHS Skill Building Series is back and at its BEST!

For the 2015-2016 academic calendar, we're offering a full roster of interactive, experience-based workshops to appeal to all learning styles and interests. Each of these workshops is designed for maximum learner engagement, bringing to life topics grouped under the BCCHS True North directions of Patient First, Great Place to Work and Using Resources Wisely.



All workshops will be held in the EL4 conference room (even Microsoft Essentials workshops). Use the course codes provided to register to attend any listed course through the Medworxx Learning Management System, available at <http://bchs.lms.medworxx.com>.

We are happy to offer any workshop in the Skill Building Series for any team at a time of their choosing. Just get at least six people committed and call Angela Schrum (ext. 2393), Karla Stonham (ext. 2344), Janice Hendrick (ext. 2347) or Steve Cassel (ext. 2697) to make the arrangements.

**Those who complete all courses of Grasp, Plan, Do, Study & Act in the Change Leadership Series will receive a Change Leadership certificate.**  
**Those who complete all four of: Performance Excellence 101, 102, 103 and 104 will receive a BCCHS Lean Healthcare Yellow Belt certificate.**