

# BcaYcS\_ 8SU^lfSfad



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Hyatt Place North Charleston (1.1 mi)

Double Tree by Hilton Hotel and Suites  
 Charleston Airport (1.2 mi)

Tru by Hilton Charleston Ashley  
 Phosphate (1.2 mi)

Fairfield Inn and Suites

by Marriott Ashley Phosphate (2 mi)

7hW]f >a]S]f]a` ,

The College Center at Trident  
 Technical College

7000 Rivers Ave., North  
 Charleston, SC 29406 Building  
 920 Suite 107



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# BdaYdS\_ 3YWS

7:30-8:30	Registration, Welcome and Breakfast
8:30-8:45	Welcome
8:45-10:30	Embrace The Chaos and Develop Your Adaptability
10:30-10:45	Break
10:45-12:00	Empathy, the Not So Secret Sauce to Building Connection and Improving Outcomes
12:00-1:00	Lunch
1:00-2:30	Beat Burnout and Build Your Resilience
2:30-2:45	Break
2:45-4:00	Humanizing The Healthcare Experience for Your Team and Your Patients
4:00	Wrap-Up and Closing

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1. List the eight rules to make you a more adaptable healthcare provider
2. Describe the four benefits of creating empathetic connections with patients and co-workers
3. Recognize the signs of burnout before they burn you out
4. Describe the guiding principles to build resiliency in the chaos of healthcare
5. Identify how improv fundamentals can foster an environment of collaboration and teamwork
6. Identify the three ways to foster an environment that humanizes the healthcare experience



# Bsk\_ Wf

Health Professional Student	\$60
Pharmacy Technician	\$90
Resident	\$90
Other (University Staff, Non-Healthcare Professional, etc)	\$90
Health Professional, Faculty, Staff	\$120

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For more details and to register for the event, please visit our website or scan the QR code:  
<https://plsleadershipconference.eventsmart.com/events/oh-the-humanity-phi-lambda-sigma-21th-annual-leadership-conference/>