



LEAP

LISTEN, EMPOWER, ANTICIPATE, PERFORM

NOV 13-15, 2023

AT ROSEN CENTRE  
ORLANDO, FLORIDA

## VIRTUAL CONFERENCE

Don't miss out on this outstanding opportunity to hear eight brilliant keynote speakers that will enable you to drive your own 5 Star improvements in the patient experience, employee engagement, and workforce recruitment and retention. It's time you and your team LEAP with us November 13<sup>th</sup> – 15<sup>th</sup>!

**Join us for a virtual conference event with no travel, no hotel, no registration fees, no worries!**

**UNLIMITED  
Free Access**

\$495 VALUE

promo code: LEAP23

# Inspirational Keynote **SPEAKERS**



## Take the LEAP

**Brian Lee** CSP, HoF  
MONDAY 13<sup>TH</sup> 8:00AM EST

Drive your own 5 Star improvements to the patient experience, employee engagement, and workforce recruitment and retention by mastering the 4 attributes of unlimited possibilities: Listen, Empower, Anticipate, Perform.



## Unconditional Power

**Steven Gaffney**

MONDAY 13<sup>TH</sup> 8:45AM EST

Steven will show you how to be unconditionally powerful so that you and others can consistently overcome the toughest situations and challenges.



## Accelerated Staffing Fix

**Clint Maun** CSP  
MONDAY 13<sup>TH</sup> 1:00PM EST

Service excellence and staffing excellence go hand in hand. This session details the essential procedures, systems and techniques utilized in actual health care organizations for major staffing improvement.



## The Champion's Code

**Ross Bernstein** CSP, CPAE, GSF  
MONDAY 13<sup>TH</sup> 4:00PM EST

Ross shares best practice ideas on ways to overcome disruption, while ultimately building stronger relationships through life lessons of integrity and accountability from the sports world to the business world.



## The Great Boss Factor

**Joe Mull** MEd, CSP  
TUESDAY 14<sup>TH</sup> 8:45AM EST

In this primer on leading teams in a new age of work, Joe mixes real-world stories with the latest research to give leaders at all levels clarity on what they must say and do to #bossbetter.



## Evolved, Not Traumatized

**Cy Wakeman** MS, CSP  
TUESDAY 14<sup>TH</sup> 2:20PM EST

Cy will show ways to use our experiences to build sustainable resilience that will give us the capacity to create great futures without exhausting our teams or burning out ourselves.



## Build Trust & Connection to Create Influence Monday to Monday

**Stacey Hanke** CSP, CPAE  
WEDNESDAY 15<sup>TH</sup> 8:45AM EST

Eliminate the static to deliver a clear message that persuades, sells your ideas, influences, and makes you more effective through all mediums.



## Presence & Perspective

**Marcus Engel** MS, CSP, CPXP  
WEDNESDAY 15<sup>TH</sup> 2:45PM EST

Join Marcus as he shares what he's learned from over 100 conversations with health professionals and survivors, blending these into easy and actionable best practices for compassionate care.

**REGISTER  
YOUR TEAM  
TODAY**

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# Watch Party Facilitator's Webinar

**LEARN HOW TO ORGANIZE A  
WATCH PARTY YOUR TEAM  
WILL NEVER FORGET!**

## LEARN HOW TO:

- 🌿 Energize teamwork and reignite a passion for the Patient Experience
- 🌿 Creatively organize one or more watch parties that everyone wants to attend
- 🌿 Facilitate attendee discussion that reveals lessons learned and ideas to implement
- 🌿 Generate enthusiasm via watch party learning



Allen Parish Community Healthcare



## ATTENDEES RAVE

*"What amazing motivation. I feel like I can conquer the world."*

– Stacy Hansen, Director of Nursing,  
Crook County Medical Service District

*"Several takeaways obtained from this conference. I am eager to put each of them in place at our facility and monitor the outcome."*

– Carla Ezell, CNO,  
Madison Parish Hospital

*"This is amazing and so exciting."*

– Caryn Hettler, Grand River Health

## TRAIN YOUR OWN WATCH PARTY FACILITATORS:

Turbo charge the impact and value of the HCSEC Experience and let us train your own Watch Party Facilitators. These 1-hour Train-the Facilitator sessions will be led by Conference Founder and Custom Learning Systems CEO Brian Lee. Choose one session by clicking on the buttons to the right to save your spot.

## REGISTER FOR ONE SESSION TODAY!

**Monday, October 16<sup>th</sup>**  
9A PDT / 10A MDT  
11A CDT / 12P EDT / 6A HT  
**SIGN UP**

**Friday, October 27<sup>th</sup>**  
9A PDT / 10A MDT  
11A CDT / 12P EDT / 6A HT  
**SIGN UP**

**Friday, October 20<sup>th</sup>**  
10A PDT / 11A MDT  
12P CDT / 1P EDT / 7A HT  
**SIGN UP**

**Monday, October 30<sup>th</sup>**  
9A PDT / 10A MDT  
11A CDT / 12P EDT / 6A HT  
**SIGN UP**



Able to join us in person instead? Click here to register now  
[www.HealthCareServiceExcellence.com](http://www.HealthCareServiceExcellence.com)