

Crucial Confrontations™ for Spectrum Health Physicians

September 25, 2010



On behalf of the Spectrum Health Medical Staff Office, you are invited to attend Crucial Confrontations™, a full day workshop. Crucial Confrontations picks up where Crucial Conversations® leaves off. It's all about holding people accountable for missed expectations, broken promises and bad behavior. You'll learn how to:

- Hold anyone accountable, regardless of their role.
- Motivate people who don't report to you.
- Uncover the obstacles that prevent peak performance.
- Get people to stick to their commitments.

This program addresses the gap between expectations and performance with a model that ensures safety to participants.

Facilitators

This workshop is co-facilitated by:

- Ralph N. Rogers, MD, MBA, FACEP
Vice President, Medical Affairs
Chief Medical Officer
- Carole Montgomery, MD, FHM
Vice President, Access and Coordination of Care

Cost

Crucial Confrontations is a valued workshop supported by the American College of Physician Executives. Spectrum Health is pleased to offer this course, valued at \$995, to physicians and mid-levels with privileges at any Spectrum Health hospital for \$50. Physicians without privileges at Spectrum Health may attend for \$300. Spectrum Health Grand Rapids medical directors, associate medical directors and clinical directors may attend at no cost.

Date and Time

Saturday, September 25, 2010, 8:30 a.m. to 5 p.m.
Registration and light breakfast start at 7:45 a.m.

Location

Calvin College
Prince Conference Center
1800 East Beltline Avenue SE
Grand Rapids, MI 49546

Registration

Crucial Confrontations™ for Spectrum Health Physicians September 25, 2010

Registration is limited to 30 participants so register early. **Registration deadline is September 20, 2010.**

First Name: _____

Last Name: _____

Address: _____

City: _____

State: _____

ZIP Code: _____

Phone: _____

E-mail: _____

Legibly print your name as you want it on your name badge:

Checks should be made payable to Spectrum Health. Send check and completed form to:

Lisa White
Spectrum Health Center for
Exceptional Experiences
100 Michigan Street NE, MC195
Grand Rapids, MI 49503

Accreditation

Grand Rapids Medical Education Partners is accredited by the Michigan State Medical Society Committee on CME Accreditation to provide continuing medical education for physicians. Grand Rapids Medical Education Partners designates this educational activity for a maximum of 7.0 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.