

# Certificate in Foundations of Compassionate Leadership

Amplifying Compassionate Practice | Strengthening Leadership Compassion



## Why Become a Compassionate Leader? | Key Advantages

Covid-19 has profoundly changed the day-to-day climate in healthcare organizations. Leaders, staff, and physicians have been placed in unprecedented situations demanding a renewed focus on engagement, culture, and wellness. You do not have to look far to see signs of compassion fatigue, disengagement, low morale, and even burnout among the caregivers we count on to deliver excellent care across the continuum. In healthcare we strive to be consistently compassionate; however, sometimes our intention is not perceived the same way. We are still falling short.

The Compassionate Leadership Certificate are virtual cohort sessions designed for leaders who understand the best way to pivot forward is by nurturing and cultivating a climate of engagement.

**Compassionate leaders** create stronger connections between people. They have greater collaboration, higher levels of trust, and enhanced loyalty.

This interactive certificate program will develop your ability to be a more compassionate leader in your organization.

Compassionate leaders:

- Are more engaging, and can create higher levels of overall employee engagement
- Build robust, trusting relationships at all levels
- Are viewed as being strong and supportive
- Inspire greater collaboration within organizations
- Contribute to lower rates of employee turnover
- Inspire their people to feel more connected to one another
- Create environments where employees feel a greater sense of commitment to their organizations

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## About Our Program | How It Works

Unlocking the leadership potential through compassion can help your team achieve greater performance results at a time when healthcare needs to differentiate on culture. The Compassionate Leadership Certificate through MHEI and the Healthcare Experience Foundation implements proven methods to develop leadership skills, while setting participants up for success through a sustainable learning process.

### Virtual Cohort

We will engage cohort participants in four modules over two days via a virtual development session that focuses on the most pressing topics to expand compassion as a pillar of leadership success. We will be utilizing both large and small group discussions as well as interactive learning opportunities.

### Reinforcement and Coaching

Our learning reinforcement tools, videos and personalized coaching are designed to support individual growth and help leaders apply what they learned throughout the program

## Evidence Based Outcomes of Compassionate Organizations | Key Performance Indicators

- + Improve well being of leaders, staff and physicians
- + Improve safety of patients
- + Higher rates of loyalty with staff and patients and physicians

### Investment total for both days:

\$350 individual; Group discounts available

To register, please visit [here](#)

\*Note due to the ongoing impact of the COVID-19 Pandemic. We will honor refunds or apply fees to additional services. Changes are requested by October 15.



**Credly Certificate & Sharable  
Credentials**



HEALTHCARE EXPERIENCE  
ACADEMY

**6-months access to  
Healthcare Experience Academy  
microlearning videos and  
e-resources**



**Exclusive Web Portal for Par-  
ticipants to access learning  
materials**



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## Topical Agenda and Learning Objectives | Day 1 & 2

### **Building Block 1:** Why Compassion Now?

- + Define Compassionate Leadership
- + Recognize the interconnectivity between empathy, sympathy and compassion
- + Identify personal participation goals
- + Understand the role of pain and suffering
- + Quantify the benefits of compassion for individual and institutions

### **Building Block 2:** Impact of Compassion on the Human Body

- + Understand the neuroscience of compassion and empathy
- + Apply principles of self-compassion
- + Recognize compassionate behaviors that are rewarded and punished

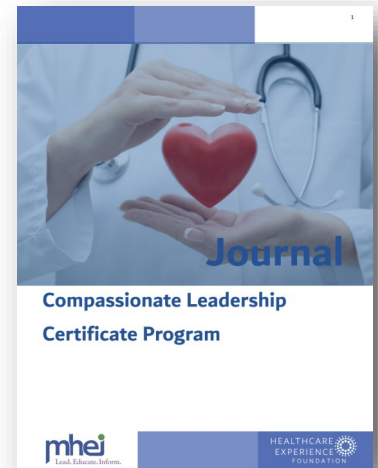
### **Building Block 3:** Compassionate Leaders

- + Identify compassionate leadership habits
- + Identify obstacles to compassion in your workplace such as addressing incivility or toxic behaviors
- + Creating compassionate non-negotiables
- + Identify an action plan for your workplace

### **Building Block 4:** Impact of Compassion on the Organization

- + Review key take-aways from previous sessions
- + Apply learnings via participant led de-briefs
- + Review action plans

**Featured Keynote Speaker:** David Zaas, MD , MBA  
Chief Executive Officer, MUSC Charleston Division  
Chief Clinical Officer, MUSC Health  
Associate Professor of Medicine, Medical University of  
South Carolina  
*Cancer survivor and compassionate leader*



## SAVE THE DATES!

### Agenda | Details

**Day 1:** October 21, 2021

9:00am-1:00pm Eastern

**Day 2:** October 22, 2021

9:00am-1:00pm Eastern

