

Relationship Rounding Certificate Program



Relationship Rounding Certificate | About

The Relationship Rounding Certificate program is designed to equip leaders who are committed to enhancing experience excellence through relationships, improving quality, and boosting employee and physician engagement. Badge earners who participate in this interactive certificate program will develop the ability to unlock the power of actionable insights and seamlessly connect your rounding efforts to tangible improvements in patient, employee and physician experiences

- Learners participate in a peer development environment with scenario-based learnings and summary evaluations.
- Industry perspectives shared from leading healthcare organizations.
- Participants complete 4 training hours in a live virtual conference event or self-study virtual recap sessions for a total of 4 training hours.
- Participants retain access to a customized learning portal to support continued application and sustainability.

Building Blocks | Learning Objectives

Module 1 | Authentic Leadership and Communication

- Adopt a personalized approach to Relationship Rounding
- Embrace high impact communication strategies

Module 2 | Relationship Rounds Practice and Process

- Build Relationship Rounding competency for patient, employee and physician rounding
- Identify opportunities to more sustainably conduct rounding
- Demonstrate improvement by maximizing stop light reporting

Module 3 | Your Role as Coach: Giving Feedback

- Learn ways to amplify recognition and broadening positive feedback.
- Adopt a coaching framework to give constructive feedback based on Rounding learnings
- Create accountability for action.

Module 4 | Managing Service Recovery and Conflict

- Build comfort leaning into service disappointments
- Use conversational agility to engage in service recovery from disappointments during Relationship Rounding on patients
- Learn a high impact conflict communication strategy to improve understanding and trust

Module 5 | Applied Practice for Relationship Rounds

- Engage in scenario-based learning to simulate patient, employee and physician Relationship Rounding.
- Using a competency based tool, self-evaluate performance and identify a personal growth strategy.

Module 6 | Building Your Action Plan

- Create a personalized plan to transform your Relationship Rounding practice and to ensure an elevated approach to driving patient loyalty, staff and physician engagement, and quality outcomes..

For more information
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HEALTHCARE
EXPERIENCE
FOUNDATION

The logo for the Healthcare Experience Foundation, featuring a circular emblem with a central cluster of colorful dots in shades of blue, green, and pink, surrounded by a ring of smaller dots.