

AGILE ACTION WORKSHOPS

From Insights to Action in Hours,
Not Days

MAKES BEST USE OF YOUR TEAM'S TIME

Traditional workshops take too much time, preventing front-line providers from participating. Agile action workshops are designed to be 2+ hours, and we come to you.



CONCRETE ACTION PLANS

Participants learn best practices in real-time and jointly solve problems, leaving with action plans that be put to use immediately.

HARNESSES THE POWER OF THE TEAM

Rather than an out-of-the-box solution, agile action workshops engage cross-functional teams to work together. The result is buy-in and commitment to change.



CONTENT + PROCESS EXPERTISE

Our experienced facilitators are experts in the agile action process and have deep healthcare experience. We have worked with highly regarded health systems across the country in some of the most challenging circumstances.

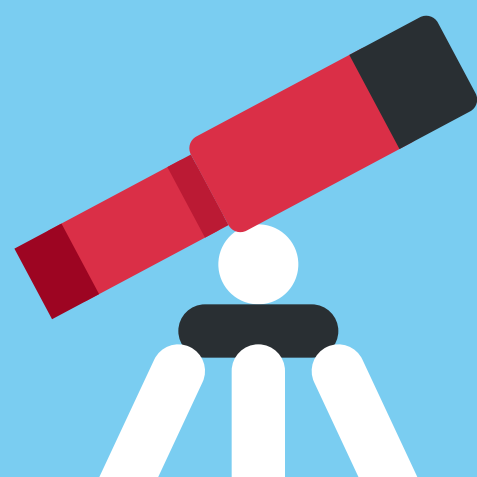
POSSIBILITIES

We start by reviewing your needs and insights available to provide a tailored workshop experience.

These examples are commonly requested topics, driven by top pain points and priorities.

ENVISION

- Begin with the End in Mind (KPIs)
- Making Things Right with Service Recovery
- Personas to Connect with Those You Serve
- Reinforcing Market Leadership Effectively



ENGAGE

- Aligning on Ideal Behaviors
- Fixing Broken Processes
- Creating On-Brand Messaging
- Enabling Meaningful Conversations

ENERGIZE

- Finding the Perfect Physician Match
- Never Lost - Wayfinding without Signage
- Improving Scheduling Availability
- Psychology of Wait
- Always Prepared: Pre-Arrival
- Always Connecting: Visit Satisfaction
- It's a Team Thing: Seamless Coordination
- Always Here: After: Visit Connections



ENABLE

- Physician Brand Building
- Power Dynamics
- Get Connected...for Introverts
- Get a Grip: Time Management
- On The Level: Establishing Agreements between Departments