

***Listening Tour, Wellbeing in  
Healthcare, Coach Approach  
Training, Emotional Intelligence,  
Project Group Work***

presented by

***Jeffrey Flaks; Jennifer Ferrand,  
PsyD; Sherry Kroll, MD; Jacqueline  
Mcguire, MAIOP; John Santopietro,  
MD; Mary Jane E Lawton, PharmD;  
Adam Steinberg, MD***

**1/11/2023 8:30:00 AM**

**Hospital of Central Connecticut, Lecture Room 1 & 2**

**Learning Objectives:** *As a result of participating in this Live Activity, participants should be able to:*

- 1 Apply the H3W Leadership Behaviors when interacting with patients, staff, and colleagues to increase overall customer experience and clinical outcomes*
- 2 Apply HHC Leadership Competencies in their current practice*
- 3 Describe the current and future HHC environment, goals, and initiatives and apply this information to their current practice*

**Accreditation Statement:** In support of improving patient care, Hartford HealthCare is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.

**Credit Designation Statement:** Hartford Healthcare designates this Live Activity for 8.00 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should only claim credit commensurate with their participation. This activity is approved for 8.00 ANCC contact hour(s).

**Financial Disclosures:**

- Jeffrey Flaks: Non-Clinical Exception
- Jennifer Ferrand, PsyD: Non-Clinical Exception
- Sherry Kroll, MD: Non-Clinical Exception
- Jacqueline McGuire, MAIOP: Non-Clinical Exception
- John Santopietro, MD: Non-Clinical Exception
- Mary Jane E Lawton, PharmD: Non-Clinical Exception
- Adam Steinberg, MD: Non-Clinical Exception
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