



Driving Results for Donation
and Transplantation Professionals

Agenda

Draft - December 6, 2017

2018

Spring Session
March 21 – 24, 2018

CHUBB Hotel & Conference Center
800 Ridge Pike
Lafayette Hill, PA

Wednesday, March 21

1500 Registration

1600 Networking Reception

1700 Welcome Dinner and Keynote Address

Thursday, March 22

0730 Breakfast

0815 Program Welcome and Overview

0830 - **Leadership and Change Management** - This session will focus on effectively managing the myriad components that accompany large or small scale change and understanding how to develop consistent processes to continuously improve. Presented by [Todd Henshaw](#).

1230 Lunch

1330 - **Talent Planning and Performance Management** - Participants will learn how to effectively source key individuals. Additionally, the benefits of utilizing coaching techniques that enable individual contributors to excel, as well as how to handle challenging conversations, will be covered. Presented by [Matthew Bidwell](#).

1830 Dinner and Evening Activity



Driving Results for Donation
and Transplantation Professionals

Agenda

Draft - December 6, 2017

2018



Friday, March 23

0730 Breakfast

0815 Recap and Agenda Overview

0830 - **Emotional Intelligence** - This interactive session will detail the three steps of emotional intelligence:
1230 1) Identifying and Expressing Emotions; 2) Understanding Emotions, and; 3) Managing Emotions.
Presented by [Sigal Barsade](#).

1230 Lunch

1330 - **Team Building and Conflict Management** - This session will illustrate the dynamics of effective teams,
1730 and how to best communicate with and influence others. Participants will also learn how to diplomatically handle stressful situations with others and how to deflect and mitigate emotionally charged behavior. Presented by [Mario Moussa](#).

1830 Dinner and Evening Activity

Saturday, March 24

0730 Breakfast

0815 Recap and Agenda Overview

0830 - **Strategic Positioning** - This session will allow participants to understand how to design a compelling
1200 vision, cultivate participation and buy-in from team members and tips on tactical implementation.
Presented by [Mario Moussa](#).

1200 - Putting it all Together: Wrap Up
1230

1230 Lunch and Depart for Airport



Driving Results for Donation
and Transplantation Professionals

Agenda

Draft - December 6, 2017

2018

Summer Session
May - September, 2018

Online Webinars /
Gaylord Resort & Convention Center,
National Harbor, MD

Thursday, May 3 (Online Webinar)

1400 Time Management & Running Effective Meetings

This session will give participants strategies on how to more effectively manage their own time by setting priorities and engaging team members in work through delegation and provide tools to help managers clarify responsibilities and expectations to achieve high-quality results. Presented by [Kathleen Voss](#)

Thursday, June 21 (Gaylord Resort & Convention Center, National Harbor, Maryland)

1200 - Managing Across Cultures

1830 This onsite session will detail how to effectively and sensitively manage a team composed of people from different ages, backgrounds and cultures. The session will move beyond standard compliance with anti-harassment laws and will instead focus on creating a supportive, effective, and diverse workplace where everyone feels respected and valued by understanding the concept of Cultural Intelligence. Presented by [Benjamin Altschuler](#)

July (TBD) (Online Webinar)

1400 Continuous Quality Improvement (Part 1)

This session will dive into the philosophies behind continuous quality improvement—of always making existing processes better and more efficient. It will focus on specific process improvement programs, their visions, and how they can best be implemented. Presented by [Daniel Chicksand](#)

August (TBD) (Online Webinar)

1400 Continuous Quality Improvement (Part 2)

This session will continue the discussion on continuous quality improvement. Presented by [Daniel Chicksand](#)

September (TBD) (Online Webinar)

1400 Legal and Ethical Considerations - After completing this session, participants will solidify their own personal code of ethics by determining ethical boundaries. Participants will use own personal experience and the experience of others to cement approaches in ethical decision-making. Presented by [Daniel Isaacs](#)



Driving Results for Donation
and Transplantation Professionals

Agenda

Draft - December 6, 2017

2018

Fall Session
October 22-23, 2018

Steinberg Conference Center
University of Pennsylvania Wharton School
Philadelphia, PA

Monday, October 22

0800 Registration and Continental Breakfast

0915 Welcome

0930 - 1230 Capstone Project Presentations

1230 Lunch

1230 - 1730 Capstone Project Presentations (cont.)

1830 Dinner / Certificate Ceremony

Tuesday, October 23

0730 Breakfast

0815 Recap and Agenda Overview

0830 - 1230 **Emotional Intelligence** – Building on the tenants taught earlier, this session will focus on how EI impacts personal day-to-day interactions and how to use EI when working with others. Presented by [Sigal Barsade](#).

1230 Closing Remarks and Lunch

1330 Depart for Airport