

N I-Perform: More Tools Less Rules

Performance feedback training!

Have you ever needed help putting the remarkable experience and performance feedback together?

Consider the following for attending this instructor-led class:

- Learn how to utilize available resources on how to educate staff on the Performance Feedback process
- Develop coaching skills on how to educate your staff on giving and receiving feedback
- Learn how the Performance Feedback process is connected to the Remarkable Patient Experience and the Novant Health Promise

If any of the above is applicable to you, then this training will give you the tools to be successful!

Who should attend?

This class is designed mainly for supervisors, managers and directors. Attendees are required to follow the **Novant Health professional image policy** for class admittance.

Wednesday, May 3, 8:30 a.m. to 12:30 p.m.

Kilpatrick building
Sapphire classroom
4020 Kilpatrick Street
Winston-Salem, NC 27104

Register through I-Learn by browsing for: z1637 I-Perform: More Tools Less Rules. After registering, you will receive a confirmation email for the event with details.



Objectives

After successful completion, you will be able to:

- Describe the connection between the Performance Feedback process and the Remarkable Patient Experience
- Discuss the roles and responsibilities of Novant Health Leaders and employees in the Performance Feedback process
- Utilize available resources on how to educate staff
- Coach staff on how to effectively deliver formal, written and ongoing, on the spot feedback

Pre-requisite

Participants must have successfully completed the “z2062 I-Perform for Leaders” online class on I-Learn.

ANCC credit

3.5 contact hours

Novant Health Nursing Professional Development is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.