

# Promoting Professionalism Course Agenda\*

At Kimpton Aertson Hotel in Nashville, TN



VANDERBILT  
HEALTH

Center for Patient and  
Professional Advocacy

**FRIDAY  
DECEMBER 1**

**2:30 – 3:00 pm CST - Sign-In**

**3:00 – 7:15 pm CST**

- Welcome & Why Are We here?
- Case & Simulation Introduction
- What Does it Mean to Be a Professional?
- Is There an Association Between Disrespect and Outcomes of Care?
- Cup of Coffee Skills Training
- Cup of Coffee Practice Exercises
- *-Reception-*
- Infrastructure Part 1
- Legal Part 1
- Infrastructure Part 2
- Triaging Reports
- Close

**SATURDAY  
DECEMBER 2**

**7:00 – 8:00am CST - Daily Sign-in / Breakfast Provided**

**8:00am – 2:00pm CST**

- Reconvene & Important Questions We've Been Asked
- Awareness Skills Training
- Awareness Practice Exercises
- *-Break-*
- What is a Wrench?
- Persistent Pattern
- Authority Skills & Resources
- *-Lunch Provided-*
- Stress Test
- Legal Part 2
- Case & Simulation Wrap-Up
- Course Takeaways & Close

**\*PRELIMINARY AGENDA - SUBJECT TO CHANGE**