



**Medical Group
Management Association
of Canada**

MGMAC Regina 2023: Next Level Leadership

Monday, June 12 through Wednesday, June 14

Delta Hotels by Marriott Regina

Educational sessions and activities planned as of March 23, 2023

(We will update this list as we confirm further details.)

In addition to the presentations, etc. mentioned below, we always save time for you to get to know your fellow members, participate in open group discussion, talk to and hear from suppliers of products and services, and have some laughs during social activities.

Early Tuesday evening, delegates and exhibitors will join together on teams and tackle an app-based “Let’s Roam” scavenger hunt, visiting some key landmarks in Regina, followed by a dinner event downtown.

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Two 90-minute learning sessions with [Brian Lee](#)

1. Uplift the Patient Experience – You First!

Learn and discover:

- The inspiration to live and model personal resilience in the face of uncontrollable external conditions.
- Practical ways to re-ignite your commitment to optimism and positive expectations in difficult times.
- Ways to shift your culture to a “can do,” positive, healing environment.
- A personal skill set to energize your frontline people in ways that breathe life into the organization’s vision, mission, and values.
- How to be re-inspired to fully realize your own gifts and potential in service to others.

2. The Magic of Engagement

- Avoid the two fatal mistakes most leaders make during a movement to improve the patient experience, and know exactly what to do.
- Implement the single most important best practice to both improve the patient experience and engage and empower your frontline staff.

- Discover the 12 biggest barriers to frontline engagement and learn how to overcome every one of them.
- Apply the “License to Please” seven best practices empowerment bundle to educate and mobilize everyone, to continuously improve the patient experience.
- Energize your current efforts to improve the patient and family experience and create a sense of urgency.
- Discover the three must-have imperatives to improve the overall patient experience and become a high-performing team.

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Two 45-minute sessions with **Michelle Berg** of [Elevated HR](#)

Human Resources – Moving from Transactional to Impactful

Michelle will get you to think about how you can incorporate what is often “side of the desk” HR into an everyday consciousness and approach. Sometimes leaders see HR as purely administrative, or as managing the “drama” side of the business. Instead, let’s think differently.

Michelle will take you through a series of ways to approach human resources, recognizing that just because we think it’s on the side of our desk, there are powerful ways to incorporate good HR practices into everyday leadership – and help our teams truly flourish.

Policies and Procedures: Ensuring an Inclusive Lens

Fun fact: having a lot of legalese in your policies and procedures could actually reduce how protected you are! In this session, Michelle will take you through some recent mediations she has taken part in related to human rights and employment standards. She’ll show you the value of writing policies in an easy to understand, inclusive, and impactful manner that doesn’t include legalese, but considers the human element to applying policies.

Recognizing that language is a powerful tool, Michelle will give you thoughts on how to write policies from a less prescriptive, more inclusive way, providing a psychologically safe foundation for all team members.

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Develop Your Coaching Mindset, Develop Your Team

In this interactive session, you'll learn how to cultivate your coaching mindset to be extra effective in your role and to motivate the people around you. Communicating with proven coaching approaches can enhance your leadership skills, contribute to quality improvement goals, and improve your clinic culture. Walk away with fresh perspectives on developing your team (especially when faced with those challenging conversations!).

Presented by **Tom Lloyd**, healthcare leader and professional development coach. Tom is formerly the Director of Saegis and previously served as a CMPA Physician Advisor.

Session sponsored by the Medical Council of Canada

[MCC 360](#) improves physician communication, collaboration, and professional skills. It's a multi-source feedback tool that gives every doctor an individualized report, 1:1 coaching, and up to 15 Continuing Professional Development (CPD) credits.

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A presentation followed by a roundtable discussion with [Colleen McKinstry and Stacey Strilchuk](#) of [143 HealthCARE Consulting](#). Topic is to be decided following the MGMAC online campfire that Colleen and Stacey are participating in on April 6. Ideas so far include change management and best practices in clinic workflow and operations.

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