



Chris Blackmore, Guest Speaker
14th November 2017
Central London Location

9.30 – 10.00	<i>Guest arrival and registration</i>
10.00–10.05	<i>Introducing Chris Blackmore – Sue Kong, Director, NHS Elect</i>
10.05 – 11.15	<p>Chris Blackmore Presents: <i>Care!</i> A Disney Approach to Patient Excellence</p> <p>Introduction – <u>Walt Disney, Disneyland, DisneyWorld</u> – The Magic behind the Magic</p> <ul style="list-style-type: none"> • Achieving a Performance Culture at Disney and your Hospital • Walt Disney Leadership Principles • Your competition (It's not who you think!) • The Politics of it all...all of it is Politics • Technology and People and Healthcare- Oh My! • The Patient's perspective of their experience
11.15 – 11.25	<i>Quick coffee/ tea / Restroom / Phone / Stretch Break</i>
11.25 – 12.15	<p>Care!</p> <ul style="list-style-type: none"> • An Exceptional Patient Experience • Compassion, Action, Results, Excellence, !Enthusiasm!
12.15 – 13.00	<i>Lunch and Networking</i>
13.00 - 14.30	<p>Generational Differences in the Workplace <i>or...Young horse run fast...Old horse know the way...</i> <i>or...Not Like That, Like This ☺</i></p> <ul style="list-style-type: none"> • The InstaGoogleTweetSnapFace effect on Healthcare • Communica2on between MilleniGenXGreatestGenYBoomers
14. 30– 14.45	<i>Quick coffee/ tea / Restroom / Phone / Stretch Break</i>
14.45 – 15.00	<p>HEAR THINK LEARN: Approach to Patient Communication</p> <ul style="list-style-type: none"> • Quick Tips to calm a demanding Guest / Customer • The 5 and 10 rule
15:00 – 15.25	<p>Love your job again! Everyday! Truly.</p> <ul style="list-style-type: none"> • Q&A, Open Discussion
15.25- 15:30	<i>Closing remark, evaluation and close</i>

Photography will be taken at the event to be used for NHS Elect members programme and website use. Please let the Chair know if you would not like to be featured in the photos.