THE BERYL INSTITUTE

PX BODY OF KNOWLEDGE

2024 VIRTUAL CLASS SCHEDULE

Participation in a facilitated virtual class offers the ability to apply the key concepts and principles explored in the on-demand learning session. Please view the class calendar to assist in your planning. Class size is limited, and a minimum number of participants is required to hold each virtual class. Virtual classes will be hosted on the Zoom platform.

All virtual class times listed are in eastern time zone (USA/New York). Please verify the start time of virtual classes in your time zone. You can use a time zone converter, such as World Time Buddy, to assist in finding the correct time for you.

Classes are scheduled in your profile on the PXLearning site. You will receive access information for the site after payment is received for your program.

Questions? Contact pxlearning@theberylinstitute.org.

Coaching for Experience Excellence
January 19, 2024, 9:00 AM - 10:00 AM ET
March 13, 2024, 2:00 PM - 3:00 PM ET
March 13, 2024, 7:00 PM - 8:00 PM ET
May 8, 2024, 2:00 PM - 3:00 PM ET
August 21, 2024, 9:00 AM - 10:00 AM ET
November 1, 2024, 2:00 PM - 3:00 PM ET

Communication
January 17, 2024, 9:00 AM - 10:00 AM ET
March 8, 2024, 2:00 PM - 3:00 PM ET
May 3, 2024, 9:00 AM - 10:00 AM ET
August 14, 2024, 9:00 AM - 10:00 AM ET
October 30, 2024, 2:00 PM - 3:00 PM ET
October 30, 2024, 7:00 PM - 8:00 PM ET

Cultural Awareness, Humility and Competency
February 7, 2024, 9:00 AM - 10:00 AM ET
March 29, 2024, 9:00 AM - 10:00 AM ET
June 7, 2024, 9:00 AM - 10:00 AM ET
September 18, 2024, 2:00 PM - 3:00 PM ET
September 18, 2024, 7:00 PM - 8:00 PM ET
November 20, 2024, 2:00 PM - 3:00 PM ET

Employee Engagement and Well-being
January 12, 2024, 9:00 AM - 10:00 AM ET
March 6, 2024, 9:00 AM - 10:00 AM ET
May 1, 2024, 7:00 PM - 8:00 PM ET
July 24, 2024, 2:00 PM - 3:00 PM ET
October 23, 2024, 9:00 AM - 10:00 AM ET
October 23, 2024, 2:00 PM - 3:00 PM ET

Experience-Based Design
February 21, 2024, 2:00 PM - 3:00 PM ET
April 19, 2024, 9:00 AM - 10:00 AM ET
June 21, 2024, 2:00 PM - 3:00 PM ET
October 16, 2024, 2:00 PM - 3:00 PM ET
October 16, 2024, 7:00 PM - 8:00 PM ET
December 13, 2024, 9:00 AM - 10:00 AM ET

Healing Environment and Hospitality
February 14, 2024, 2:00 PM - 3:00 PM ET
April 12, 2024, 9:00 AM - 10:00 AM ET
June 14, 2024, 9:00 AM - 10:00 AM ET
September 25, 2024, 2:00 PM - 3:00 PM ET
September 25, 2024, 7:00 PM - 8:00 PM ET
December 6, 2024, 2:00 PM - 3:00 PM ET

Healthcare Leadership
February 2, 2024, 9:00 AM - 10:00 AM ET
March 27, 2024, 7:00 PM - 8:00 PM ET
June 5, 2024, 2:00 PM - 3:00 PM ET
September 11, 2024, 9:00 AM - 10:00 AM ET
September 11, 2024, 2:00 PM - 3:00 PM ET
November 15, 2024, 2:00 PM - 3:00 PM ET

Making an Impact: Enhancing Your Skills as a Patient Advocate
January 17, 2024, 7:00 PM - 8:00 PM ET
March 22, 2024, 2:00 PM - 3:00 PM ET
May 10, 2024, 9:00 AM - 10:00 AM ET
July 10, 2024, 2:00 PM - 3:00 PM ET
September 20, 2024, 9:00 AM - 10:00 AM ET
December 4, 2024, 2:00 PM - 3:00 PM ET

Metrics and Measurement
January 31, 2024, 2:00 PM - 3:00 PM ET
March 22, 2024, 9:00 AM - 10:00 AM ET
May 22, 2024, 2:00 PM - 3:00 PM ET
September 6, 2024, 2:00 PM - 3:00 PM ET
November 13, 2024, 2:00 PM - 3:00 PM ET
November 13, 2024, 7:00 PM - 8:00 PM ET

Organizational Effectiveness
January 24, 2024, 9:00 AM - 10:00 AM ET
March 15, 2024, 9:00 AM - 10:00 AM ET
May 15, 2024, 7:00 PM - 8:00 PM ET
August 23, 2024, 2:00 PM - 3:00 PM ET
November 6, 2024, 9:00 AM - 10:00 AM ET
November 6, 2024, 2:00 PM - 3:00 PM ET

Partnerships in Care
February 23, 2024, 9:00 AM - 10:00 AM ET
April 24, 2024, 9:00 AM - 10:00 AM ET
April 24, 2024, 2:00 PM - 3:00 PM ET
July 17, 2024, 7:00 PM - 8:00 PM ET
October 18, 2024, 2:00 PM - 3:00 PM ET
December 18, 2024, 2:00 PM - 3:00 PM ET

Patient and Family Centeredness
January 10, 2024, 2:00 PM - 3:00 PM ET
February 28, 2024, 9:00 AM - 10:00 AM ET
February 28, 2024, 7:00 PM - 8:00 PM ET
April 26, 2024, 2:00 PM - 3:00 PM ET
July 19, 2024, 2:00 PM - 3:00 PM ET
October 25, 2024, 2:00 PM - 3:00 PM ET

Service Recovery and Complaint Resolution
January 26, 2024, 9:00 AM - 10:00 AM ET
March 20, 2024, 2:00 PM - 3:00 PM ET
March 20, 2024, 7:00 PM - 8:00 PM ET
May 17, 2024, 9:00 AM - 10:00 AM ET
August 28, 2024, 2:00 PM - 3:00 PM ET
November 8, 2024, 2:00 PM - 3:00 PM ET

Technology Application
February 16, 2024, 9:00 AM - 10:00 AM ET
April 17, 2024, 2:00 PM - 3:00 PM ET
April 17, 2024, 7:00 PM - 8:00 PM ET
June 19, 2024, 2:00 PM - 3:00 PM ET
September 27, 2024, 9:00 AM - 10:00 AM ET
December 11, 2024, 2:00 PM - 3:00 PM ET

The Experience Movement: From Foundations to the Future
February 9, 2024, 9:00 AM - 10:00 AM ET
April 10, 2024, 2:00 PM - 3:00 PM ET
April 10, 2024, 7:00 PM - 8:00 PM ET
June 12, 2024, 9:00 AM - 10:00 AM ET
September 20, 2024, 2:00 PM - 3:00 PM ET
December 4, 2024, 9:00 AM - 10:00 AM ET