



FALL 2024-2025 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 through the [PXLearning](#) site. Contact pxlearning@theberylinstitute.org with questions.

Coaching for Experience Excellence

November 1, 2024	2:00 PM - 3:00 PM ET
January 17, 2025	9:00 AM - 10:00 AM ET
April 9, 2025	2:00 PM - 3:00 PM ET
April 9, 2025	7:00 PM - 8:00 PM ET
June 11, 2025	2:00 PM - 3:00 PM ET
September 5, 2025	9:00 AM - 10:00 AM ET
November 7, 2025	9:00 AM - 10:00 AM ET

Communication

October 30, 2024	2:00 PM - 3:00 PM ET
October 30, 2024	7:00 PM - 8:00 PM ET
January 15, 2025	9:00 AM - 10:00 AM ET
March 26, 2025	2:00 PM - 3:00 PM ET
June 6, 2025	9:00 AM - 10:00 AM ET
September 3, 2025	9:00 AM - 10:00 AM ET
November 5, 2025	2:00 PM - 3:00 PM ET
November 5, 2025	7:00 PM - 8:00 PM ET

Cultural Awareness, Humility and Competency

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
February 7, 2025	9:00 AM - 10:00 AM ET
April 25, 2025	9:00 AM - 10:00 AM ET
July 9, 2025	9:00 AM - 10:00 AM ET
September 24, 2025	2:00 PM - 3:00 PM ET
September 24, 2025	7:00 PM - 8:00 PM ET
December 3, 2025	2:00 PM - 3:00 PM ET

Employee Engagement and Well-being

October 23, 2024	9:00 AM - 10:00 AM ET
October 23, 2024	2:00 PM - 3:00 PM ET
January 10, 2025	9:00 AM - 10:00 AM ET
March 21, 2025	2:00 PM - 3:00 PM ET
May 21, 2025	7:00 PM - 8:00 PM ET
August 22, 2025	9:00 AM - 10:00 AM ET
October 29, 2025	9:00 AM - 10:00 AM ET
October 29, 2025	2:00 PM - 3:00 PM ET

Experience-Based Design

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
February 28, 2025	2:00 PM - 3:00 PM ET
May 9, 2025	9:00 AM - 10:00 AM ET
August 6, 2025	9:00 AM - 10:00 AM ET
October 22, 2025	2:00 PM - 3:00 PM ET
October 22, 2025	7:00 PM - 8:00 PM ET
December 17, 2025	9:00 AM - 10:00 AM ET

Healing Environment and Hospitality

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
February 21, 2025	2:00 PM - 3:00 PM ET
May 2, 2025	9:00 AM - 10:00 AM ET
July 16, 2025	9:00 AM - 10:00 AM ET
October 15, 2025	2:00 PM - 3:00 PM ET
October 15, 2025	7:00 PM - 8:00 PM ET
December 10, 2025	2:00 PM - 3:00 PM ET

Healthcare Leadership

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
February 5, 2025	9:00 AM - 10:00 AM ET
April 23, 2025	7:00 PM - 8:00 PM ET
June 27, 2025	2:00 PM - 3:00 PM ET
September 17, 2025	9:00 AM - 10:00 AM ET
September 17, 2025	2:00 PM - 3:00 PM ET
November 21, 2025	9:00 AM - 10:00 AM ET

Making an Impact: Enhancing Your Skills as a Patient Advocate

September 20, 2024	9:00 AM - 10:00 AM ET
December 4, 2024	2:00 PM - 3:00 PM ET
January 24, 2025	2:00 PM - 3:00 PM ET
March 5, 2025	7:00 PM - 8:00 PM ET
May 21, 2025	9:00 AM - 10:00 AM ET
July 25, 2025	9:00 AM - 10:00 AM ET
October 1, 2025	2:00 PM - 3:00 PM ET
December 5, 2025	2:00 PM - 3:00 PM ET

Metrics and Measurement

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
January 31, 2025	2:00 PM - 3:00 PM ET
April 18, 2025	9:00 AM - 10:00 AM ET
June 25, 2025	2:00 PM - 3:00 PM ET
September 19, 2025	9:00 AM - 10:00 AM ET
November 19, 2025	2:00 PM - 3:00 PM ET
November 19, 2025	7:00 PM - 8:00 PM ET

Organizational Effectiveness

November 6, 2024	9:00 AM - 10:00 AM ET
November 6, 2024	2:00 PM - 3:00 PM ET
January 22, 2025	9:00 AM - 10:00 AM ET
April 11, 2025	9:00 AM - 10:00 AM ET
June 18, 2025	7:00 PM - 8:00 PM ET
September 10, 2025	2:00 PM - 3:00 PM ET
November 12, 2025	9:00 AM - 10:00 AM ET
November 12, 2025	2:00 PM - 3:00 PM ET

Partnerships in Care

October 18, 2024	2:00 PM - 3:00 PM ET
December 18, 2024	2:00 PM - 3:00 PM ET
March 12, 2025	9:00 AM - 10:00 AM ET
May 14, 2025	9:00 AM - 10:00 AM ET
May 14, 2025	2:00 PM - 3:00 PM ET
August 13, 2025	7:00 PM - 8:00 PM ET
October 24, 2025	9:00 AM - 10:00 AM ET
December 19, 2025	2:00 PM - 3:00 PM ET

Patient and Family Centeredness

October 25, 2024	2:00 PM - 3:00 PM ET
January 8, 2025	2:00 PM - 3:00 PM ET
March 19, 2025	9:00 AM - 10:00 AM ET
March 19, 2025	7:00 PM - 8:00 PM ET
May 16, 2025	2:00 PM - 3:00 PM ET
August 20, 2025	2:00 PM - 3:00 PM ET
October 31, 2025	9:00 AM - 10:00 AM ET

Service Recovery and Complaint Resolution

November 8, 2024	2:00 PM - 3:00 PM ET
January 29, 2025	9:00 AM - 10:00 AM ET
April 16, 2025	2:00 PM - 3:00 PM ET
April 16, 2025	7:00 PM - 8:00 PM ET
June 20, 2025	9:00 AM - 10:00 AM ET
September 12, 2025	2:00 PM - 3:00 PM ET
November 14, 2025	9:00 AM - 10:00 AM ET

Technology Application

September 27, 2024	9:00 AM - 10:00 AM ET
December 11, 2024	2:00 PM - 3:00 PM ET
February 26, 2025	9:00 AM - 10:00 AM ET
May 7, 2025	2:00 PM - 3:00 PM ET
May 7, 2025	7:00 PM - 8:00 PM ET
July 18, 2025	2:00 PM - 3:00 PM ET
October 17, 2025	9:00 AM - 10:00 AM ET
December 12, 2025	2:00 PM - 3:00 PM ET

The Experience Movement: From Foundations to the Future

September 20, 2024	2:00 PM - 3:00 PM ET
December 4, 2024	9:00 AM - 10:00 AM ET
February 19, 2025	9:00 AM - 10:00 AM ET
April 30, 2025	2:00 PM - 3:00 PM ET
April 30, 2025	7:00 PM - 8:00 PM ET
July 11, 2025	9:00 AM - 10:00 AM ET
October 10, 2025	2:00 PM - 3:00 PM ET
December 5, 2025	9:00 AM - 10:00 AM ET