

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. 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 after enrollment. Contact pxlearning@theberylinstitute.org with questions.

Coaching for Experience Excellence

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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