

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.

	9 March 2025 - 2 November 2025 (UTC -4)					3 November 2025 - 8 March 2026 (UTC -5)			
CLASS - U.S. Eastern Time	+ Hours	9:00 AM	2:00 PM	7:00 PM	+ Hours	9:00 AM	2:00 PM	7:00 PM	
Australia (Sydney)	+15	12:00 AM (Next Day)	5:00 AM (Next Day)	10:00 AM (Next Day)	+16	1:00 AM (Next Day)	6:00 AM (Next Day)	11:00 AM (Next Day)	
Brazil (Brasília)	+1	10:00 AM	3:00 PM	8:00 PM	+2	11:00 AM	4:00 PM	9:00 PM	
Chile (Santiago)	+1	10:00 AM	3:00 PM	8:00 PM	+2	11:00 AM	4:00 PM	9:00 PM	
Guam	+14	11:00 PM	4:00 AM (Next Day)	9:00 AM (Next Day)	+15	12:00 AM (Next day)	5:00 AM (Next Day)	10:00 AM (Next Day)	
Philippines	+12	9:00 PM	2:00 AM (Next Day)	7:00 AM (Next Day)	+13	10:00 PM	3:00 AM (Next Day)	8:00 AM (Next Day)	
Qatar	+7	4:00 PM	9:00 PM	2:00 AM (Next Day)	+8	5:00 PM	10:00 PM	3:00 AM (Next Day)	
Saudi Arabia	+7	4:00 PM	9:00 PM	2:00 AM (Next Day)	+8	5:00 PM	10:00 PM	3:00 AM (Next Day)	
Thailand	+11	8:00 PM	1:00 AM (Next Day)	6:00 AM (Next Day)	+12	9:00 PM	2:00 AM (Next Day)	7:00 AM (Next Day)	

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

2026 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.

	3 November 2025 - 8 March 2026 (UTC -5)			9 March 2026 - 1 November 2026 (UTC -4)		
CLASS - U.S. Eastern Time	9:00 AM	2:00 PM	6:00 PM	9:00 AM	2:00 PM	6:00 PM
Australia (Sydney)	1:00 AM (Next Day)	6:00 AM (Next Day)	10:00 AM (Next Day)	12:00 AM (Next Day)	5:00 AM (Next Day)	9:00 AM (Next Day)
Brazil (Brasília)	11:00 AM	4:00 PM	8:00 PM	10:00 AM	3:00 PM	7:00 PM
France (Paris)	3:00 PM	8:00 PM	12:00 AM (Next Day)	2:00 PM	7:00 PM	11:00 PM
Philippines	10:00 PM	3:00 AM (Next Day)	7:00 AM (Next Day)	9:00 PM	2:00 AM (Next Day)	6:00 AM (Next Day)
Qatar	5:00 PM	10:00 PM	2:00 AM (Next Day)	4:00 PM	9:00 PM	1:00 AM (Next Day)
Saudi Arabia	5:00 PM	10:00 PM	2:00 AM (Next Day)	4:00 PM	9:00 PM	1:00 AM (Next Day)
United Kingdom	2:00 PM	7:00 PM	11:00 PM	2:00 PM	7:00 PM	10:00 PM

Coaching for Experience Excellence

January 16, 2026	9:00 AM - 10:00 AM ET
March 18, 2026	2:00 PM - 3:00 PM ET
March 18, 2026	6:00 PM - 7:00 PM ET
June 10, 2026	2:00 PM - 3:00 PM ET
September 9, 2026	9:00 AM - 10:00 AM ET
November 6, 2026	9:00 AM - 10:00 AM ET

Communication

January 14, 2026	9:00 AM - 10:00 AM ET
March 13, 2026	2:00 PM - 3:00 PM ET
June 5, 2026	9:00 AM - 10:00 AM ET
September 2, 2026	9:00 AM - 10:00 AM ET
November 4, 2026	2:00 PM - 3:00 PM ET
November 4, 2026	6:00 PM - 7:00 PM ET

Cultural Awareness, Humility and Competency

February 4, 2026	9:00 AM - 10:00 AM ET
April 17, 2026	9:00 AM - 10:00 AM ET
July 8, 2026	9:00 AM - 10:00 AM ET
September 25, 2026	2:00 PM - 3:00 PM ET
December 2, 2026	2:00 PM - 3:00 PM ET
December 2, 2026	6:00 PM - 7:00 PM ET

Employee Engagement and Well-being

January 9, 2026	9:00 AM - 10:00 AM ET
March 11, 2026	9:00 AM - 10:00 AM ET
March 11, 2026	2:00 PM - 3:00 PM ET
May 20, 2026	6:00 PM - 7:00 PM ET
August 19, 2026	2:00 PM - 3:00 PM ET
October 30, 2026	9:00 AM - 10:00 AM ET

Experience-Based Design

February 18, 2026	2:00 PM - 3:00 PM ET
May 8, 2026	9:00 AM - 10:00 AM ET
August 5, 2026	9:00 AM - 10:00 AM ET
October 21, 2026	2:00 PM - 3:00 PM ET
October 21, 2026	6:00 PM - 7:00 PM ET
December 16, 2026	9:00 AM - 10:00 AM ET

Healing Environment and Hospitality

February 11, 2026	2:00 PM - 3:00 PM ET
April 24, 2026	9:00 AM - 10:00 AM ET
July 17, 2026	9:00 AM - 10:00 AM ET
October 14, 2026	2:00 PM - 3:00 PM ET
October 14, 2026	6:00 PM - 7:00 PM ET
December 9, 2026	2:00 PM - 3:00 PM ET

Healthcare Leadership

January 30, 2026	9:00 AM - 10:00 AM ET
April 15, 2026	6:00 PM - 7:00 PM ET
June 26, 2026	2:00 PM - 3:00 PM ET
September 23, 2026	9:00 AM - 10:00 AM ET
September 23, 2026	2:00 PM - 3:00 PM ET
November 20, 2026	9:00 AM - 10:00 AM ET

Making an Impact: Enhancing Your Skills as a Patient Advocate

January 8, 2026	2:00 PM - 3:00 PM ET
March 4, 2026	9:00 AM - 10:00 AM ET
May 27, 2026	6:00 PM - 7:00 PM ET
July 31, 2026	9:00 AM - 10:00 AM ET
September 30, 2026	2:00 PM - 3:00 PM ET
December 1, 2026	9:00 AM - 10:00 AM ET

Metrics and Measurement

January 28, 2026	2:00 PM - 3:00 PM ET
April 10, 2026	9:00 AM - 10:00 AM ET
June 24, 2026	2:00 PM - 3:00 PM ET
September 18, 2026	9:00 AM - 10:00 AM ET
November 18, 2026	2:00 PM - 3:00 PM ET
November 18, 2026	6:00 PM - 7:00 PM ET

Organizational Effectiveness

January 21, 2026	9:00 AM - 10:00 AM ET
March 20, 2026	9:00 AM - 10:00 AM ET
June 17, 2026	6:00 PM - 7:00 PM ET
September 11, 2026	2:00 PM - 3:00 PM ET
November 11, 2026	9:00 AM - 10:00 AM ET
November 11, 2026	2:00 PM - 3:00 PM ET

Partnerships in Care

February 20, 2026	9:00 AM - 10:00 AM ET
May 13, 2026	9:00 AM - 10:00 AM ET
May 13, 2026	2:00 PM - 3:00 PM ET
August 12, 2026	6:00 PM - 7:00 PM ET
October 23, 2026	9:00 AM - 10:00 AM ET
December 18, 2026	2:00 PM - 3:00 PM ET

Patient and Family Centeredness

January 7, 2026	2:00 PM - 3:00 PM ET
February 25, 2026	9:00 AM - 10:00 AM ET
February 25, 2026	6:00 PM - 7:00 PM ET
May 15, 2026	2:00 PM - 3:00 PM ET
August 21, 2026	2:00 PM - 3:00 PM ET
October 28, 2026	9:00 AM - 10:00 AM ET

Service Recovery and Complaint Resolution

January 23, 2026	9:00 AM - 10:00 AM ET
April 8, 2026	2:00 PM - 3:00 PM ET
April 8, 2026	6:00 PM - 7:00 PM ET
June 19, 2026	9:00 AM - 10:00 AM ET
September 16, 2026	2:00 PM - 3:00 PM ET
November 13, 2026	9:00 AM - 10:00 AM ET

Technology Application

February 13, 2026	9:00 AM - 10:00 AM ET
May 6, 2026	2:00 PM - 3:00 PM ET
May 6, 2026	6:00 PM - 7:00 PM ET
July 15, 2026	2:00 PM - 3:00 PM ET
October 16, 2026	9:00 AM - 10:00 AM ET
December 11, 2026	2:00 PM - 3:00 PM ET

The Experience Movement: From Foundations to the Future

February 6, 2026	9:00 AM - 10:00 AM ET
April 22, 2026	2:00 PM - 3:00 PM ET
April 22, 2026	6:00 PM - 7:00 PM ET
July 10, 2026	9:00 AM - 10:00 AM ET
October 7, 2026	2:00 PM - 3:00 PM ET
December 4, 2026	9:00 AM - 10:00 AM ET