THE BERYL INSTITUTE

PX BODY OF KNOWLEDGE

2026 VIRTUAL CLASS SCHEDULE
October 28 through December 18

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 times below are U.S./Canada Eastern Time (ET). See page 2 for local start times in other countries. All sessions last one hour.

Date	Time ET	Class
Oct 28	9:00–10:00 AM	Patient and Family Centeredness
Oct 30	9:00–10:00 AM	Employee Engagement and Well-being
Nov 4	2:00–3:00 PM	Communication
Nov 6	9:00–10:00 AM	Coaching for Experience Excellence
Nov 11	9:00–10:00 AM	Organizational Effectiveness
Nov 11	2:00–3:00 PM	Organizational Effectiveness
Nov 13	9:00–10:00 AM	Service Recovery and Complaint Resolution
Nov 18	2:00–3:00 PM	Metrics and Measurement
Nov 20	9:00–10:00 AM	Healthcare Leadership
Dec 1	9:00–10:00 AM	Making an Impact: Enhancing Your Skills as a Patient Advocate
Dec 2	2:00–3:00 PM	Cultural Awareness, Humility and Competency
Dec 4	9:00–10:00 AM	The Experience Movement: From Foundations to the Future
Dec 9	2:00–3:00 PM	Healing Environment and Hospitality
Dec 11	2:00–3:00 PM	Technology Application
Dec 16	9:00–10:00 AM	Experience-Based Design
Dec 18	2:00–3:00 PM	Partnerships in Care

Organizational Effectiveness is offered twice on November 11; choose one session.

International Class Time Reference

Find your class date and Eastern start time in the blue row, then read down to your country or location. The chart shows local start times; each class lasts one hour. Confirm the time for your class date using a time zone converter such as World Time Buddy.

The dates matter: October 28 and 30 use Eastern Daylight Time (EDT, UTC−4). All November and December classes use Eastern Standard Time (EST, UTC−5).

Country or location	October 28 and 30	November 4 through December 18	
U.S./Canada Eastern Time	**9:00 AM EDT**	**9:00 AM EST**	**2:00 PM EST**
Argentina / Brazil (Brasília)	10:00 AM	11:00 AM	4:00 PM
Colombia (Bogotá)	8:00 AM	9:00 AM	2:00 PM
France (Paris) / Switzerland	2:00 PM	3:00 PM	8:00 PM
Nigeria	2:00 PM	3:00 PM	8:00 PM
Philippines	9:00 PM	10:00 PM	3:00 AM Next day
Qatar / Saudi Arabia	4:00 PM	5:00 PM	10:00 PM
United Kingdom	1:00 PM	2:00 PM	7:00 PM

All local times are on the listed class date except where marked “Next day.”

For locations not listed, confirm your local time using a time zone converter for the specific class date.