

2021 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.*

All Virtual Class times listed are in Eastern Time zone (USA). Please use a [time zone converter](#) website or app to verify the start time of virtual classes in your time zone.

Please schedule your classes by logging in to your profile: <https://www.pxlearning.org/>

For questions, contact pxlearning@theberylinstitute.org

CLINICAL PARTNERSHIPS

Date	Time
February 19, 2021	10:30 - 11:30 AM ET
February 19, 2021	2:00 - 3:00 PM ET
May 5, 2021	10:30 - 11:30 AM ET
May 5, 2021	2:00 - 3:00 PM ET
July 14, 2021	7:00 - 8:00 PM ET
October 1, 2021	10:30 - 11:30 AM ET
December 8, 2021	2:00 - 3:00 PM ET

COACHING AND DEVELOPING OTHERS

Date	Time
January 15, 2021	10:30 - 11:30 AM ET
January 15, 2021	2:00 - 3:00 PM ET
March 24, 2021	7:00 - 8:00 PM ET
May 26, 2021	2:00 - 3:00 PM ET
July 30, 2021	10:30 - 11:30 AM ET
October 22, 2021	10:30 - 11:30 AM ET
October 22, 2021	2:00 - 3:00 PM ET

COMMUNICATION: LEVERAGING THE PATIENT EXPERIENCE THROUGH EFFECTIVE COMMUNICATION

Date	Time
January 13, 2021	10:30 - 11:30 AM ET
January 13, 2021	2:00 - 3:00 PM ET
March 19, 2021	2:00 - 3:00 PM ET
May 14, 2021	10:30 - 11:30 AM ET
July 28, 2021	10:30 - 11:30 AM ET
October 20, 2021	2:00 - 3:00 PM ET
October 20, 2021	7:00 - 8:00 PM ET

CULTURAL COMPETENCE AND DIVERSITY

Date	Time
February 3, 2021	10:30 - 11:30 AM ET
February 3, 2021	2:00 - 3:00 PM ET
April 16, 2021	10:30 - 11:30 AM ET
April 16, 2021	2:00 - 3:00 PM ET
June 11, 2021	10:30 - 11:30 AM ET
August 18, 2021	2:00 - 3:00 PM ET
November 10, 2021	7:00 - 8:00 PM ET

EMPLOYEE ENGAGEMENT

Date	Time
January 8, 2021	10:30 - 11:30 AM ET
January 8, 2021	2:00 - 3:00 PM ET
March 10, 2021	10:30 - 11:30 AM ET
May 19, 2021	7:00 - 8:00 PM ET
July 23, 2021	2:00 - 3:00 PM ET
October 15, 2021	10:30 - 11:30 AM ET
October 15, 2021	2:00 - 3:00 PM ET

EXPERIENCE DESIGN

Date	Time
February 17, 2021	2:00 - 3:00 PM ET
February 17, 2021	7:00 - 8:00 PM ET
April 30, 2021	10:30 - 11:30 AM ET
April 30, 2021	2:00 - 3:00 PM ET
June 30, 2021	10:30 - 11:30 AM ET
September 29, 2021	2:00 - 3:00 PM ET
December 3, 2021	10:30 - 11:30 AM ET

HEALTHCARE LEADERSHIP AND MANAGEMENT

Date	Time
January 29, 2021	10:30 - 11:30 AM ET
January 29, 2021	2:00 - 3:00 PM ET
April 14, 2021	10:30 - 11:30 AM ET
April 14, 2021	2:00 - 3:00 PM ET
June 16, 2021	7:00 - 8:00 PM ET
August 13, 2021	2:00 - 3:00 PM ET
November 5, 2021	10:30 - 11:30 AM ET

HISTORY OF THE PATIENT EXPERIENCE MOVEMENT

Date	Time
February 5, 2021	10:30 - 11:30 AM ET
February 5, 2021	2:00 - 3:00 PM ET
April 21, 2021	2:00 - 3:00 PM ET
April 21, 2021	7:00 - 8:00 PM ET
June 18, 2021	10:30 - 11:30 AM ET
August 20, 2021	2:00 - 3:00 PM ET
November 17, 2021	10:30 - 11:30 AM ET

HOSPITALITY AND HEALING SERVICES

Date	Time
February 10, 2021	10:30 - 11:30 AM ET
February 10, 2021	2:00 - 3:00 PM ET
April 23, 2021	10:30 - 11:30 AM ET
April 23, 2021	2:00 - 3:00 PM ET
June 25, 2021	10:30 - 11:30 AM ET
September 8, 2021	7:00 - 8:00 PM ET
November 19, 2021	2:00 - 3:00 PM ET

METRICS AND MEASUREMENT

Date	Time
January 27, 2021	2:00 - 3:00 PM ET
January 27, 2021	7:00 - 8:00 PM ET
April 2, 2021	10:30 - 11:30 AM ET
June 4, 2021	2:00 - 3:00 PM ET
August 11, 2021	10:30 - 11:30 AM ET
November 3, 2021	10:30 - 11:30 AM ET
November 3, 2021	2:00 - 3:00 PM ET

ORGANIZATIONAL EFFECTIVENESS

Date	Time
January 20, 2021	10:30 - 11:30 AM ET
January 20, 2021	2:00 - 3:00 PM ET
March 26, 2021	10:30 - 11:30 AM ET
May 21, 2021	2:00 - 3:00 PM ET
August 4, 2021	7:00 - 8:00 PM ET
October 27, 2021	10:30 - 11:30 AM ET
October 27, 2021	2:00 - 3:00 PM ET

PATIENT AND FAMILY CENTEREDNESS

Date	Time
January 6, 2021	2:00 - 3:00 PM ET
January 6, 2021	7:00 - 8:00 PM ET
March 12, 2021	10:30 - 11:30 AM ET
May 12, 2021	2:00 - 3:00 PM ET
July 16, 2021	10:30 - 11:30 AM ET
October 13, 2021	10:30 - 11:30 AM ET
October 13, 2021	2:00 - 3:00 PM ET

POLICY AND REGULATORY ISSUES

Date	Time
February 24, 2021	2:00 - 3:00 PM ET
February 24, 2021	7:00 - 8:00 PM ET
May 7, 2021	10:30 - 11:30 AM ET
May 7, 2021	2:00 - 3:00 PM ET
July 21, 2021	10:30 - 11:30 AM ET
October 6, 2021	2:00 - 3:00 PM ET
December 10, 2021	10:30 - 11:30 AM ET

SERVICE RECOVERY

Date	Time
January 22, 2021	10:30 - 11:30 AM ET
January 22, 2021	2:00 - 3:00 PM ET
March 31, 2021	7:00 - 8:00 PM ET
June 2, 2021	10:30 - 11:30 AM ET
August 6, 2021	2:00 - 3:00 PM ET
October 29, 2021	10:30 - 11:30 AM ET
October 29, 2021	2:00 - 3:00 PM ET

TECHNOLOGY APPLICATION

Date	Time
February 12, 2021	10:30 - 11:30 AM ET
February 12, 2021	2:00 - 3:00 PM ET
April 28, 2021	10:30 - 11:30 AM ET
April 28, 2021	2:00 - 3:00 PM ET
June 23, 2021	2:00 - 3:00 PM ET
September 10, 2021	10:30 - 11:30 AM ET
December 1, 2021	7:00 - 8:00 PM ET