

April 8, 2026: 9:00am to 12:00pm PST

Communication about medicine is emotional and complicated. It requires us to make conscious choices to connect to become more responsive to the needs of your patients and their families. *Speak Plainly* will draw on techniques in journalism to help you recognize the needs of your listener to shape your message into clear, conversational language. *Reflective Inquiry* is a process drawn from coaching that can be used to deliver feedback, inspire performance, align leadership and strengthen relationships. The process provides simple tools to step back from judgement and create a safe space to provoke critical thinking and insight in the other person.

By the end of this session, you can expect to:

- Recognize the value behind compassionate communication in medicine
- Recognize the perspective of your listener
- Define and translate technical language into clear, impactful messages
- Understand the impact of ordering information
- Appreciate tools of inquiry to build psychological safety
- Develop goals and performance accountability with others in a safe space
- Practice listening and reflective language as a tool for feedback, patient care and conflict

Schedule

9:00 – 9:45: Making the case for compassion

9:45 – 10:45: Speak Plainly

10:45 – 10:50: Break

10:50 – 12:00: Reflective Inquiry

April 9, 2026: 9:00am to 12:00pm PST

This morning's session will help us lean into conflict and discover ways to step away from judgement and into more compassionate understanding, even in the face of disagreement. Navigating emotions is an important communication skill to achieve optimal shared decision-making with patients and effective teamwork with colleagues. This session will include a self-assessment tool, group discussion and roleplay.

By the end of the session, you can expect to:

- Practice skills for recognizing and addressing core values
- Analyze and practice the value of perspective-taking in an emotional conversation
- Take stock of the situation and decide whether to engage; know your tendencies; avoid climbing the "ladder of inference"; do your best to create psychological safety; and ultimately create a partnership
- Evaluate your baseline conflict management style and discuss situations which may require the need to adapt your style
- Describe the concept of psychological safety and brainstorm ways to create it at different stages of teamwork
- Practice creating a partnership in tense scenarios by finding the third story

Schedule

9:00 – 10:15: Navigating Conflict

10:15 – 10:20: Break
10:20 – 11:50: Engaging with Differences
11:50 – 12:00: Next steps

May 5, 2026: 9:00am to 12:00pm PST

We will cover two important topics today. *Narrative Humility* will focus on recognizing unconscious bias, increasing self-awareness, perspective-taking, observation skills, navigating emotion, and clear messaging. Our work will include roleplay, group sharing, and vulnerable conversations. The curriculum is scaffolded to provide applications to our foundational tools in observation, listening and connecting — while offering an opportunity to share and practice the art of medicine in a brave, supportive space.

The phrase “breaking bad news” can have a negative connotation of causing harm. Since we know truth-telling is fundamental to health care, and withholding or sugarcoating difficult information can cause harm, we prefer the phrase “sharing serious news.” This three-hour emotional curriculum can serve as a framework for sharing important information, and we will work on how to do this challenging task with compassion. This workshop will include large and small group discussion, roleplay, and written reflection.

By the end of the session, you can expect to:

- Develop skills in narrative humility
- Expand the capacity of awareness for the self and others
- Practice attunement through roleplay
- Evaluate the role of the bystander
- Recognize the importance of inquiry and advocacy to understand emotion in a devastating clinical encounter
- Practice ordering information with the headline and holding empathetic space to allow patients to move into a new reality in the face of devastating news
- Demonstrate an ability to address and understand personal emotions in delivering serious or bad news
- Describe successful techniques used in the past

Schedule

9:00 – 10:20: Narrative Humility
10:20 – 10:25: Break
10:25 – 12:00: Sharing Serious News

May 6, 2026: 9:00am to 12:00pm PST

Our work this morning will focus on moral distress and moral injury, and will include a tool for reflection as well as group discussions.

Clinicians rarely feel they have the time to use reflective or resilience-based approaches during busy encounters. This session focuses on what can realistically be done *in seconds*, not minutes.

This session translates the principles from *Narrative Humility* and introduces *Moral Resilience* trainings into practical, time-efficient skills you can use during fast, high-stakes clinical encounters. Using short clinical vignettes and guided reflection, you’ll explore how to quickly recognize bias-

shaping narratives, apply acceptance and commitment micro-skills to regulate attention and emotion, and make values-guided choices—even when the clock is working against you. Expect a highly interactive, pragmatic session that strengthens your ability to remain steady, curious, and grounded in what matters most.

By the end of the session, you can expect to:

- Recognize the stages of moral distress that can lead to burnout
- Reflect on elements of your work that are leading to distress.
- Practice observation skills
- Focus on values that are impacting your decisions
- Recognize and describe how narrative humility can deepen clinician–patient connection by acknowledging uncertainty, perspective limits, and the co-construction of clinical stories
- Apply core Acceptance & Commitment Training strategies—such as values clarification, cognitive flexibility, and grounding techniques—to navigate moments of moral distress in clinical encounters
- Identify practical behaviors that build moral resilience, including value-aligned action, emotional awareness, and peer support, and commit to one strategy to integrate into daily clinical practice

Schedule

9:00 – 10:15: Navigating Moral Distress in Healthcare Leadership and Education

10:15 – 10:20: Break

10:20 – 11:40: Making It Work in Real Time: Practical Skills for Narrative Humility and Moral Resilience

11:40 – 12:00: Working as a collective