



**AIM 6 Learning Session #2 Day 2**  
**July 21-22, 2009**  
**Four Points Sheraton Edmonton South Hotel**  
**7230 Argyll Road**  
**Theme: Efficiency; Reducing Delays at Appointments**  
**Introduction to Operational Teams**

**AGENDA – July 22, 2009**  
**Faculty: Dr. Tobias Gelber and Marcia Kashani, with Dr. Ernie Schuster,**  
**Arvelle Balon-Lyon, Dr. Mark Murray (via video) and Barbara Boushon**

7:30 – 8:00 a.m.	Continental Breakfast
8:00 – 8:30 a.m.	Welcome and Questions
8:30 – 9:15 a.m.	Fail to Keep Appointments – Dr. Ernie Schuster
9:15 – 10:30 a.m.	Improving Office Practice – Office Flows – Arvelle Balon-Lyon
10:30 – 10:45 a.m.	Break
10:45 AM – 12:00 noon	Introduction to Operational Teams/Leadership & Teams – Marcia Kashani
12:00 – 12:45 p.m.	Lunch
12:45 – 1:45 p.m.	Team Meeting <ul style="list-style-type: none"> <li>• Action Planning</li> </ul>
1:45 – 2:00 p.m.	Break
2:00 – 3:00 p.m.	Report Out
3:00 p.m.	Close