



AIM 8 Learning Session #2 Day 2
December 11 & 12, 2009
Hillcrest Church
3785 – 13 Ave S.E.
Medicine Hat
Entrance #1

Theme: Efficiency; Reducing Delays at Appointments
Introduction to Operational Teams

AGENDA – December 12, 2009
Faculty: Dr. Mark Murray (via video), Dr. Rob Wedel,
Adele Royer and Marcia Kashani

7:30 – 8:00 a.m.	Continental Breakfast
8:00 – 8:30 a.m.	Welcome and Questions
8:30 – 9:45 a.m.	Improving Office Practice – Office Flows <i>Dr. Rob Wedel</i>
9:45 – 10:00 a.m.	Break
10:00 – 11:00 a.m.	Teams and Teamwork: Championship Teams <ul style="list-style-type: none"> Worksheet: Interpersonal Style Snapshot <i>Marcia Kashani</i>
11:00 – 11:45 a.m.	Team Meeting <ul style="list-style-type: none"> Action Planning for access & efficiency
11:45 – 12:30 p.m.	Report Out
12:30 p.m.	Close