



Practice Manager Training



When your registration is complete, you will receive a confirmation email with a ZOOM link from Yesha.Patel@PressGaney.com

- Educational training sessions and webinars
- Continuing Education (CE) credits will be provided
- Leave behind sheet will be provided

*Note: The slide deck will be shared with you. [The sessions will NOT be recorded](#)

Practice Manager Training

Based on the industry's best practices and listening to the patients' voice, Press Ganey developed user-friendly tactics and tools for Practice Managers to consider as they continue their leadership journey. These two modules will bring value to both the newer and experienced leaders in the medical practice office.

Webinars will begin at noon, PST

Choose from these dates:

- September 26th
- October 3rd
- October 10th
- October 17th

Behavior and service standards in the office - Why you need both

Shaping the patient experience is everyone's responsibility. Learn how to cultivate an organizational culture focused on creating an exceptional experience by incorporating behavior and service standards.

Webinars will begin at noon, PST

Choose from these dates:

- October 24th
- October 31st
- November 7th
- November 14th

Leadership, learning and culture - How to create a High Reliability Practice

Medical practices are very complex, high-risk environments. Learn how leaders can incorporate High Reliability skills to redefine their organizational culture so patients, providers, staff, and leaders thrive.