



**HARVARD**  
MEDICAL SCHOOL



# Coaching in Leadership and Healthcare

September 25-26, 2015

Renaissance Boston Waterfront Hotel, Boston, MA



**OFFERED BY**



**McLean HOSPITAL**  
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**INSTITUTE OF  
COACHING**

McLEAN HOSPITAL, HARVARD MEDICAL SCHOOL AFFILIATE

Earn up to 12.75 *AMA PRA Category 1 Credits*<sup>™</sup>

## **COURSE DIRECTORS**

Carol Kauffman, PhD, ABPP, PCC • Margaret Moore, MBA

Christopher Palmer, MD

[cmeregistration.hms.harvard.edu/734207-1601](http://cmeregistration.hms.harvard.edu/734207-1601)

# Course Description

Dear Colleague,

The eighth annual Coaching in Leadership & Healthcare conference offered by the Institute of Coaching, McLean Hospital, and Harvard Medical School, serves leaders, physicians, healthcare providers, executive coaches, life coaches and health and wellness coaches. This energizing and groundbreaking event features keynotes by world leaders in leadership, health and well-being, coaching, positive psychology, behavioral psychology, and neuroscience. We offer breakout sessions in five track domains: 1. Leadership 2. Healthcare 3. Positive Psychology 4. Advanced Practice 5. Small Group Advanced Practice. We also offer a poster session to bring you the latest research.

Professional coaches and the wide dissemination of basic coaching skills will help catalyze the transformation of leadership and healthcare. In organizational leadership, executive coaches play a critical role in developing high-performing leaders who lead in a VUCA world (volatile, uncertain, complex, ambiguous). In the healthcare industry, the treatment of lifestyle-related chronic diseases consumes 70% of healthcare costs, a growing human and economic crisis. Motivating and coaching patients to develop and sustain health-giving behaviors is a pressing application of science-based coaching competencies. Coaches serve well over a \$2.0 billion dollar market annually.

The conference is led by the Institute of Coaching ([www.instituteofcoaching.org](http://www.instituteofcoaching.org)) and will be highly informative for the seasoned executive or life coach, health and wellness coach, as well as healthcare providers considering adding coaching to their repertoire of services. Our keynotes and breakouts speak to recent developments in leadership coaching as well as the emerging coaching opportunities that can address the healthcare crisis of lifestyle-related chronic diseases. In both areas the research literature, while small, is growing rapidly.

Sincerely,

Carol Kauffman, PhD, ABPP, PCC

Margaret Moore, MBA

Christopher Palmer, MD

# Learning Objectives

At the end of this conference, participants will be able to:

- Summarize a variety of models, theories, and domains of psychology and leadership and apply them to coaching practices.
- Discuss emerging research on the efficacy of coaching models and practices.
- Apply basic coaching skills in medical, therapeutic, or leadership practices to enhance outcomes.
- Practice advanced coaching skills applicable to leadership and healthcare.

## Faculty

Marc A. Brackett, PhD  
Amy Cuddy, PhD  
Susan David, PhD  
Beth Frates, MD  
Gail Gazelle, MD  
Jeff Hull, PhD  
Carol Kauffman, PhD  
Robert Kegan, PhD  
Barbara Kellerman, PhD  
Margaret Moore, MBA  
Christopher Palmer, MD  
Alvaro Pascual-Leone, MD  
David Peterson, PHD

Edward Phillips, MD  
John Raatz  
Scott Rauch, MD  
Helen Reiss, MD  
Gretchen Reynolds  
Otto Scharmer, PhD  
Suzi Skinner  
Rudolph E. Tanzi, PhD  
Irina Todorova  
Michael W. Yeh, MD  
David Whyte  
Bonnie Wong, PhD

## Who Should Attend

1. Physicians, nurses, psychologists, social workers, licensed mental health counselors, executive and lifestyle coaches
2. Most healthcare professionals and coaches who are interested in learning how to better motivate their patients/clients to make changes in their lives and help them achieve their goals
3. National and international learners anticipated



## Venue

Renaissance Boston Waterfront Hotel, Boston, MA  
606 Congress St, Boston, MA 02210  
Phone: 617-338-4111

## Accommodations/Travel

A limited number of rooms have been reserved at the **Renaissance Boston Waterfront Hotel**, 606 Congress Street, Boston, MA 02210 (1-888-796-4664) until August 27, 2015. Please indicate you are attending “Coaching 2015” to receive the discounted rate of \$317 per night Single/Double. Hotel reservations can also be made online at: <https://resweb.passkey.com/go/McLeanHospCoachingConf2015>. Though the block expires August 27, please book as soon as possible as many conferences are scheduled in Boston at this time and hotel rooms will be limited and expensive.

## Accreditation

**Physicians:** The Harvard Medical School is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Harvard Medical School designates this live activity for a maximum of 12.75 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Psychologists:** McLean Hospital is approved by the American Psychological Association to sponsor continuing education for psychologists. McLean Hospital maintains responsibility for this program and its content. Participants meeting requirements will receive 12.75 CE credits.

**Nurses:** This program meets the requirements of the Massachusetts Board of Registration in Nursing (244 CMR 5.00) for 12.75 contact hours of nursing continuing education credit.

**Social Workers:** Application for social work continuing education credits has been submitted. Please contact us at 617-855-3195 for the status of social work CE accreditation.

**Licensed Mental Health Counselors:** McLean Hospital is an NBCC Approved Continuing Education Provider (ACEPTM) and may offer NBCC approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program. The hospital's provider number is 6085. This program is approved for 12.75 clock hours of CE credit or 1.275 CEUs.

**International Coach Federation (ICF):** Application for ICF core competency continuing education credits from the International Coach Federation has been submitted. Please call 617-855-3195 for status of application.

**The Royal College of Physicians and Surgeons of Canada** recognizes conferences and workshops held outside of Canada that are developed by a university, academy, hospital, specialty society or college as accredited group learning activities.

*AMA PRA Category 1 Credits™* claimed by physicians attending live events certified and organized in the United States for *AMA PRA Category 1 Credits™* can be claimed through the agreement on mutual recognition of credits between UEMS and AMA, considered as being equal to the **European Continuous Medical Education Credits (ECMEC®)** granted by the UEMS. One *AMA PRA Category 1 Credit™* is equivalent to one (1) hour of European EACCME Credit (ECMEC®), therefore up to 12.75 ECMEC® Credits are available. Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity.

## **ACGME Competencies**

This course is designed to meet one or more of the following Accreditation Council of Graduate Medical Education competencies: Patient Care, Medical Knowledge, Interpersonal and Communication Skills and Professionalism.

## **Registration Information**

Physicians, \$550, Residents/Fellows/Allied Health Professional/Other \$475. Processing (service fee) \$5. \*All fees shown in USD. Registration by credit card (VISA, MasterCard or American Express) can be made at [cmeregistration.hms.harvard.edu/734207-1601](http://cmeregistration.hms.harvard.edu/734207-1601). Registration by check (draft on a United States bank), please make payable to Harvard Medical School and mail with registration form to Harvard Medical School, P.O. Box 417476, Boston, MA 02241-7476. Telephone or fax registration is not accepted. Registration with cash payment is not permitted. Upon receipt of your paid registration an email confirmation from the HMS-DCE office will be sent to you. Be sure to include an email address that you check frequently. Your email address is used for critical information including registration confirmation, evaluation and certificate.

## Inquiries

By phone (617-384-8600), Mon – Fri, 9 am to 5 pm (ET) or by email at: [hms-cme@hms.harvard.edu](mailto:hms-cme@hms.harvard.edu).

## Disclosure Policy

Harvard Medical School (HMS) adheres to all ACCME Essential Areas, Standards, and Policies. It is HMS's policy that those who have influenced the content of a CME activity (e.g. planners, faculty, authors, reviewers and others) disclose all relevant financial relationships with commercial entities so that HMS may identify and resolve any conflicts of interest prior to the activity. These disclosures will be provided in the activity materials along with disclosure of any commercial support received for the activity. Additionally, faculty members have been instructed to disclose any limitations of data and unlabeled or investigational uses of products during their presentations.

## Refund Policy

Refunds, less an administrative fee of \$75, will be issued for all cancellations received at least two weeks prior to the start of the course. Refund requests must be received by postal mail, email, or fax. No refund will be issued should cancellation occur less than two weeks prior. "No shows" are subject to the full course fee and no refunds will be issued once the conference has started.

# AGENDA

## Friday, September 25, 2015

7:00 am – 8:00 am	<b>Registration and Continental Breakfast</b>
8:00 am – 8:45 am	<b>Vision</b> Scott Rauch, MD
	<b>Conference Overview</b> Christopher Palmer, MD, Carol Kauffman, PhD, ABPP, PCC, Margaret Moore, MBA
8:45 am – 9:45 am	<b>What Can Alzheimer's Teach Coaches About the Mind, Brain, and Self</b> Rudolph E. Tanzi, PhD
9:45 am – 10:45 am	<b>Presence: Bringing Your Boldest Self to Your Biggest Challenges</b> Amy Cuddy, PhD,
10:45 am – 11:15 am	<b>Break</b>

## TRACKS

(all tracks 11:15 am – 3:30 pm, with 90 minute lunch break on your own)

11:15 am – 12:30 pm

12:30 pm – 2 pm

**Lunch (on your own)**

2:00 pm – 3:30 pm

Track 1  
(Leadership)

### **Leadership -- a System, Not a Person!**

Barbara Kellerman, PhD

#### **Coaching the Impossible: Practical Applications of Kellerman's Leader as a System**

Jeffrey Hull, PhD

Barbara Kellerman has long been known as an expert on leadership. However in recent years, as is evident in her latest books, her thinking about leadership has significantly shifted. She now thinks not in terms of leadership per se - but in terms of the leadership system. This involves a more holistic approach to the leadership process including, in addition to leaders, followers (or others), and also the context(s) within which leaders and followers necessarily are located. Kellerman argues that only by adopting this somewhat more complex model of how change is created, can we come to understand what's happening and why, and can we hope to learn to lead more wisely and well.

Track 2  
(Positive Psychology)

### **Emotionally Intelligent Coaching: From Theory to Practice**

Marc A. Brackett, PhD

In this presentation, I will describe the theory of emotional intelligence (EI) developed at the Yale Center for Emotional Intelligence, including how EI is best measured and what it predicts about people's lives. The five key EI skills –recognizing, understanding, labeling, expressing, and regulation emotion –also will be examined through interactive learning activities. A major focus will be on our Center's approach to teaching EI, including our coaching model and an overview of a new tool, the Mood Meter App, that helps to build EI.

Track 3  
(Health & Wellness)

### **Coaching in Lifestyle Medicine**

Edward Phillips, MD

Elizabeth Frates, MD

In this session, we will discuss and explore the latest advances in the field of Lifestyle Medicine, examine the growing and integral role of health and wellness coaching in medical practices, and welcome a panel of seasoned health and wellness coaches to share their experience and expertise. As a group, we will work on identifying the plethora of benefits that health and wellness coaching can bring to lifestyle medicine and work on our marketing pitches to physician practices, hospitals and other healthcare facilities.

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Track 4  
(Leadership)

**Coaching Women Leaders**

Suzi Skinner, MA

This session is highly interactive whilst drawing upon an evidence-based approach into coaching for senior women. The session will review recent global research into inclusive leadership, competencies for future work, gender and diversity.

Attendees will be introduced to the concept of leadership identity with a particular focus on enablers and derailleurs for women (and men). The session will explore gendered themes in coaching practice, potential blindspots and common pitfalls.

The session is practice oriented and is designed to provide fresh perspectives and practical tools to enhance coaching strategy and effectiveness.

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Track 5

**Leadership Coaching Research Symposium**

Irina Todorova, PhD

Presentations from coaching researchers will convey the latest findings in the coaching world and practical applications to enhance coaching practice.

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3:30 pm – 4:00 pm

**Break & Networking**

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4:00 pm – 5:00 pm

**Some Surprising Truths about Habits**

Gretchen Rubin, Author

Many habit-formation strategies are familiar: monitor the behavior we want to change; hold ourselves accountable; schedule a specific time for an activity. Such strategies are important and powerful—but they're familiar. In this talk, Gretchen Rubin will describe the insights into habit-formation that surprised her as she was writing her book, *Better Than Before*. For instance, she'll explain why hitting a goal can undermine a habit, why getting treats (but not rewards) is important to mastering habits, and how her "Four Tendencies" framework can help us figure out how to set up habits for success.

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5:15 pm – 6:45 pm

**Networking Reception & Poster Session**

**Saturday, September 26, 2015**

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7:00 am – 8:00 am

**Registration and Continental Breakfast**

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8:00 am – 8:30 am

**Welcome**

Christopher Palmer, MD

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**Poster Award**

Irina Todorova, PhD

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**Vision of Excellence Award**

Carol Kauffman, PhD, ABPP, PCC

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8:30 am – 9:30 am

**Surgical Leadership Beyond the Operating Room**

Michael W. Yeh, MD, FACS

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9:30 am – 10:30 am

**Transforming the World by Transforming  
Entertainment and Media... From Within**

John Raatz

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10:30 am – 11:00 am

**Break & Networking**

**TRACKS**

(All tracks scheduled 11am to 3:30pm with 90 minute lunch break on your own)

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11:00 am – 12:00 pm

12:00 pm – 1:30 pm

**Lunch (on your own)**

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1:30 pm – 3:30 pm

Track 1  
(Advanced Practice)

**Coaching The Immunity to Change**

Robert Kegan, PhD

Only 1 hour allocated for lunch.

This workshop delivers a personal experience of the cutting edge, "Immunity to Change" coaching model designed to help clients uncover and overcome the hidden mindsets that sabotage their efforts to reach important professional and personal goals.

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Track 2  
(General)

**Brain Performance**

Alvaro Pascual-Leone, MD, PhD

New insights and developments in neuroscience suggest interventions to maintain cognitive function across the lifespan and minimize the risk of neurodegenerative disorders and dementia. However, such efforts require a new kind of brain health coaches who adopt current knowledge, support and educate patients, and help define preventive interventions to optimize brain function for each individual to ensure wellbeing, overall health, and quality of life for all.

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Track 3  
(Health & Wellness)

**Reigniting Passion:  
Empathy, Coaching, and Self-Compassion for  
Physicians to Reduce Burnout**

Gail Gazelle, FACP, FAAHPM,

Helen Riess, MD

In this workshop, we look at the epidemic of physician burnout in the US. Starting with data on the magnitude of this problem, we look at contributory factors such as physician mindset, the culture of medical training, and ever-increasing practice demands. Using interactive exercises, we take you into the world physicians inhabit, helping you understand the need for providing compassion to this group in distress, enhancing not only their own quality of life but their empathy for patients as well.

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Track 4  
(Leadership)

**Coaching leaders in turbulent times: Dealing with complexity, chaos and constant change**

David B. Peterson, PhD

This session explores new research, theory, and innovative ways that coaches can be more effective in helping leaders who are facing complex, unpredictable, and ever-changing business environments. David examines the capabilities leaders require and new ways coaches can help them learn key lessons faster.

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Track 5  
(Leadership)

**Leading From the Emerging Future:  
Co-Pioneering Healthsystem 4.0**

C. Otto Scharmer, PhD

The ability to co-sense and co-shape future opportunities is at the heart of leadership today. The more the current period of disruptive changes deepens, the more critical the collective capacity to innovate will become. The workshop is based on the bestselling book Theory U by Otto Scharmer, in which he introduced the concept of presencing, and on his recent co-authored book Leading from the Emerging Future: From Ego-System to Eco-System Economies. The session will introduce the key concepts of Theory U as an evolutionary framework of systems change that looks at the evolution of individual, team, organizational and systemwide action from the viewpoint of an evolving consciousness. In the second part of the session we use practices that help participants to apply these concepts onto their own work and life.

During the workshop—through lectures, small group activities, personal reflection, and experiential practices—participants will explore:

- (1) practices to sense and shape the emerging future;
  - (2) practices for seeing the current situation from the viewpoint of other stakeholders;
  - (3) practices for seeing the current situation from the viewpoint of the whole;
  - (4) resources for sustaining the practices in one's work and personal life
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Track 6

**Coaching Research Symposium – Health & Wellness**

Irina Todorova, PhD

Presentations from coaching researchers will convey the latest findings in the coaching world and practical applications to enhance coaching practice.

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3:30 pm – 4:00 pm

**Break & Networking**

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4:00 pm – 5:00 pm

**Life at the Frontier: Courageous Conversations between Competence, Care and Compassion**

David Whyte

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5:00 pm – 5:15 pm

**Stepping Toward the Future, Together**

Carol Kauffman, PhD, ABPP, PCC,  
Margaret Moore, MBA

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**Register online at [cmeregistration.hms.harvard.edu/734207-1601](http://cmeregistration.hms.harvard.edu/734207-1601)**

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Doctoral Level Professionals*	\$550
Other Professionals and Trainees*	\$475
All registrations add \$5 processing/transaction fee (non-refundable)	\$5
<b>Total</b>	<b>\$_____</b>

All fees shown in USD. Tuition fees include all lectures, work shops, printed materials, and continental breakfast each morning.

**Track Selections (First-Come, First-Served; Select First and Second Choices by placing a "1" and "2" next to your preferences) Online registration will allow for immediate track selections.**

	Friday Tracks	Saturday Tracks
Track 1		
Track 2		
Track 3		
Track 4		
Track 5		
Track 6		

**To Register by Mail:** Complete the fields on this page and include a check (draft on a United States bank) payable to: **Harvard Medical School Department of Continuing Education**

Mail this completed form and your check to: **Harvard Medical School Department of Continuing Education P.O. Box 417476 Boston, MA 02241-7476**

Full Name \_\_\_\_\_  
FIRST MIDDLE LAST

Profession \_\_\_\_\_ Degree \_\_\_\_\_

Mailing Address \_\_\_\_\_  
STREET

\_\_\_\_\_  
CITY STATE/PROV ZIP/ POSTAL CODE COUNTRY

Daytime Phone (\_\_\_\_) \_\_\_\_\_ Fax Number (\_\_\_\_) \_\_\_\_\_

Email Address \_\_\_\_\_

Please note: Your email address is used for critical information about the course, including registration confirmation, evaluation distribution, and certificate delivery. Please be sure to include an email address you check daily or frequently.

Check here if you wish to be excluded from receiving email notification of future Harvard Medical School Department of Continuing Education programs First Middle Initial Last City State/Prov ZIP/ Postal Code Country Street

**Physicians, please also complete these required fields**

Primary Specialty: \_\_\_\_\_ Board Certified?  Yes  No

Professional School Attended:

Harvard Medical School       US Medical School       International Medical School

Year of Graduation: \_\_\_\_\_

**Tuition Payment, Confirmation, and Refund Policy**

Payment via credit card (VISA, MASTERCARD, or American Express) or check only. Telephone and fax registrations are not accepted. Registration with cash payment is not permitted.

Upon receipt of your paid registration, an email confirmation from the HMS-DCE office will be sent to you. Be sure to include an email address that you check frequently. Your email address is used for critical information including registration confirmation, evaluation and certificate.

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