

# OPTIMIZING PROFESSIONAL PERFORMANCE



Pennsylvania  
MEDICAL SOCIETY®

ADVOCATE. EDUCATE. NAVIGATE.

APRIL – OCTOBER 2025

**General Description:** A longitudinal program focused on (1) recognizing disruptive behaviors and interactions that undermine workplace culture and teamwork and (2) building coping, communication, and teamwork skills that empower physicians to thrive in today's tumultuous health care landscape.

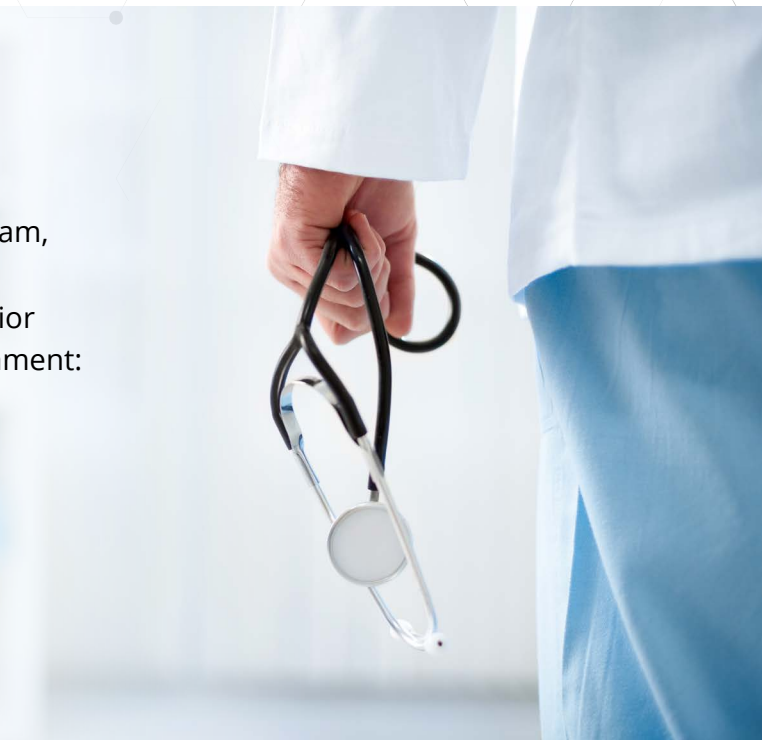
## FOCUS AREAS:

### A. Setting the Stage

1. The unique role of physicians in society
2. Physician competencies
3. The role of the Team in healthcare
4. Disruptive behavior: consequences for team, patients, and care
5. Personal risk factors for disruptive behavior
6. Specific emotions and healthcare environment: empathy, EQ, anger, conflict

### B. Actions and Techniques

1. Stress management
2. Empathy and social appropriateness
3. Assertive communication
4. Expectation management
5. Improving judgment and inputs control
6. Other conflict management techniques



**Structure:** The series will be delivered through a combination of weekend in-person courses at Pennsylvania Medical Society, personalized coaching sessions, and a virtual platform for online learning including but not limited to discussions and reading assignments in between sessions/coaching interactions.

- Pre-course assessments\*
- Weekend 1 (April 5-6)\*: Group in-person session which incorporates content referenced above.
- Homework assignment end of Weekend 1\*: Draft a commitment to (behavior) change plan.
- Individual Coaching Session #1 (between April 28-May 13)\*: Review proposed commitment to change plan with coaches.
- Weekend 2 (May 17)\*: Group in-person session to debrief, confirm commitment to change plans and specific behavioral outcomes.
- Individual Coaching Session #2 (between July 16-July 31): Review progress, challenges, next steps toward achieving desired behavioral outcomes
- Individual Coaching Session #3 (between Oct 1-Oct 15): Review progress, challenges, next steps toward achieving desired behavioral outcomes.
- Post-course assessments\*

*Asterisked items are required components that must be completed to receive completion credits/certificate.*

**Registration Fee: \$3,995**

**PAMED Members: \$3,495—SAVE \$500**

Registration fees include course materials, coaching, and food/beverage at onsite sessions. Overnight accommodations and other travel expenses are the responsibility of the participant.

**Learn more or register at [www.pamedsoc.org/OPP](http://www.pamedsoc.org/OPP)**