



SCHOOL OF MEDICINE

Institute for Healthcare Quality, Safety & Efficiency

UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

## IHQSE Certificate Training Program

Sponsored by the University of Colorado School of Medicine  
University of Colorado College of Nursing Office of Continuing Education

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### Session 12: Overcoming Resistance, Feedback, Mid-year Report Practice Session

Date: 1/28/2025

Session Duration: 4 hours

**Location: Education 2 South Room 1307**

13121 East 17th Avenue, Aurora, CO 80045, This room is on the first floor and in the southwest corner of the building. The building is badge-access only. Please call Sloan if you have any trouble getting in (325-374-7657).

**Speakers:** Drs. Katie Raffel & Jeff Glasheen

**Learning Objectives: By the end of this session, participants should be able to—**

- Adopt a framework for assessing and overcoming resistance to change
- Practice a framework for providing feedback that allows others to improve
- Present and receive feedback on your practice mid-year presentation

**Schedule:**

1:05 – 1:10	Welcome	
1:10 – 1:20	Team Check-In	(UCH Sleep)
1:20 – 2:20	Overcoming Resistance	(Raffel)
2:20 – 2:35	Break	
2:35 – 3:45	Feedback to Improve Performance	(Glasheen)
3:45 – 3:55	Break	
3:55 – 4:50	Mid-Year Report Practice Session	
4:50 – 5:00	Appreciative Debrief & Closing	(Glasheen)

**Homework before the session:**

1. Complete draft of your mid-year presentation and be prepared to present to another team during practice session.

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Disclosure Statement: Speakers have no financial relationships to disclose and will not be discussing any off-label items in their presentations.

The University of Colorado College of Nursing is approved with distinction as a provider of continuing nursing professional development by the Colorado Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This educational offering for 3.5 contact hours is provided by the University of Colorado College of Nursing Office of Continuing Education. One CNE certificate will be emailed to each nurse at the end of the program. Participants must sign in at each offering to receive credit for participation.