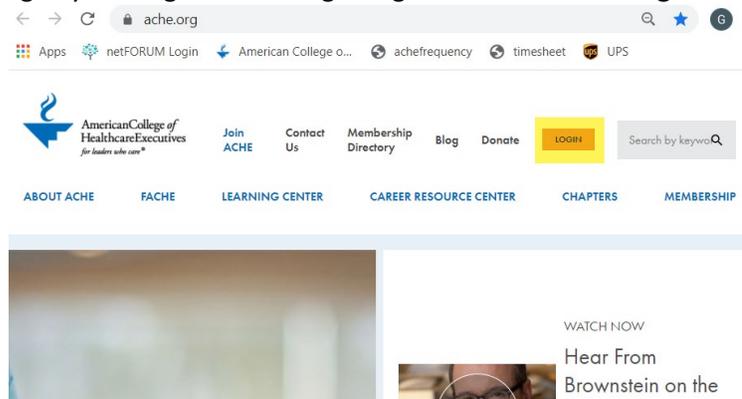


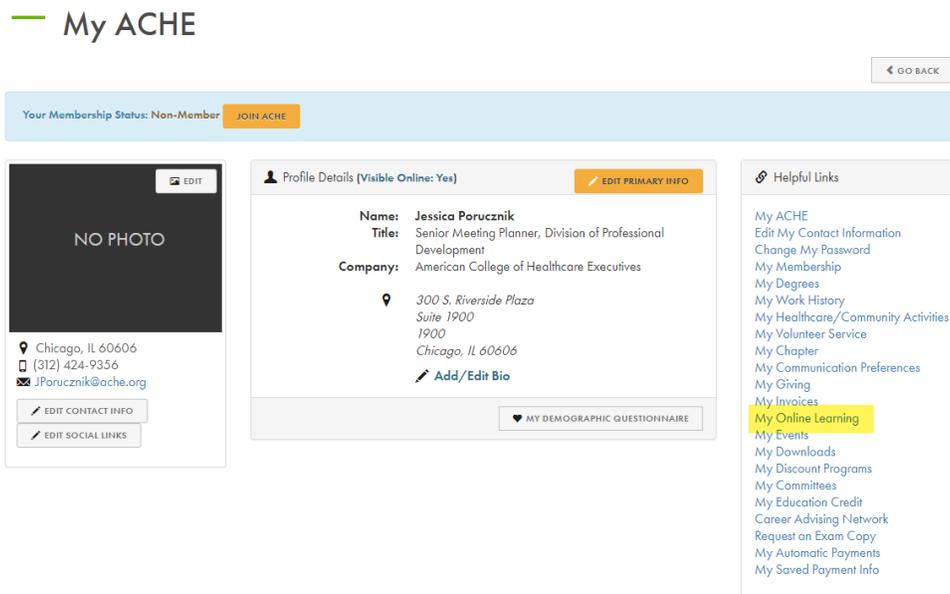
Instructions for Accessing ACHE Virtual Face-to-Face Programs

If you have additional questions, please contact Stephanie Del Toro at sdeltoro@ache.org for assistance

1. Login to your My ACHE page by clicking on the orange 'Login' button on ache.org



2. From your personalized My ACHE page, select 'My Online Learning' under the 'Helpful Links' menu on the right side of the screen



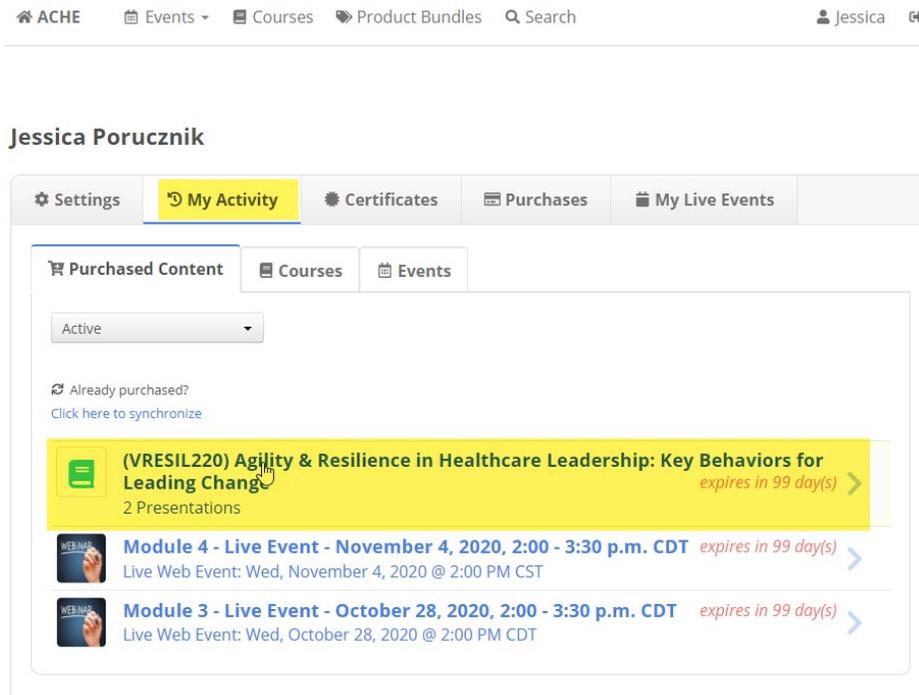
3. The Online Programs that you are registered for will appear. Click the yellow 'Access Your Courses' button to open the ACHE Learning Management System (LMS).



4. If it is your first time logging into the LMS, the system might take a few minutes to set up your account. Once in the LMS, select your name in the upper right corner of the screen.



5. The 'Purchased Content' tab within the 'My Activity' menu will display your course and each of the associated live events. Select the title of your program to access the main course page.



6. The main course page contains a session overview including the dates and times of the required live sessions, information about the Discussion Board and next steps. Scroll to the bottom of this overview page.

The screenshot shows the course overview page. At the top, there are navigation tabs for 'Events', 'Courses', and 'Product Bundles'. A search bar and a user profile for 'Jessica' are also visible. The main content area is titled '(VRESIL220) Agility & Resilience in Healthcare Leadership: Key Behaviors for Leading Change'. It includes a welcome message, a list of session dates and times, and instructions for participation. A red arrow points to the bottom of the page, indicating where to scroll to find the required components.

Courses » (VRESIL220) Agility & Resil...

(VRESIL220) Agility & Resilience in Healthcare Leadership: Key Behaviors for Leading Change

Welcome to the "Agility & Resilience in Healthcare Leadership: Key Behaviors for Leading Change" virtual seminar!

I am eager to present this program in a virtual format. I look forward to getting to know each of you.

Before we get started, let's review some of the steps required to participate in this program and the steps needed to receive credits for your participation.

Course Structure:
There are a total of four modules in this virtual seminar. Each of these modules contain a few course items to complete. In each module you will need to complete a pre-session assignment, attend the scheduled live virtual session, and complete a post session assignment with a reflection discussion.

Please plan for the following live session dates and times:

- Session 1: October 14, 2020, 2:00-3:30 p.m. CDT
- Session 2: October 21, 2020, 2:00-3:30 p.m. CDT
- Session 3: October 28, 2020, 2:00-3:30 p.m. CDT
- Session 4: November 4, 2020, 2:00-3:30 p.m. CDT

These events will be hosted via Zoom. To ensure you receive reminder emails, please navigate to the **Live Session** course item in each module and add the event to your calendar. **Your attendance is required to receive credit and will be recorded automatically.**

Discussion Board: (Required)
Each item in this course has a discussion board that will be used to respond to either post session questions, or reflection questions in your course assignments. The discussion board for each module is located at the bottom of the screen. Further instructions for each required discussion board will be available in each module.

Next Steps:
Please proceed to **Module 1** and begin the pre-session assignment.
You will not be able to continue in the course until you complete the previous course item. Once you have fulfilled the requirements of the course item, you will see a completion prompt, and the course item will now have a green check mark to symbolize completion.

I look forward to engaging with all of you!

7. At the bottom of the overview page are the required components for the course. The course is sequential and each component is only unlocked once the earlier component is completed. The Pre-Survey must be completed in order to access Module 1. Select 'Pre-Survey' to continue.

The screenshot shows the course components section. At the top, there is a profile for 'Amer Kaissi, PhD', Professor, Healthcare Administration, Trinity University. Below this is a list of course components. The 'Pre-Survey' component is highlighted in yellow and has a checkmark icon, indicating it is completed. The other components are locked, indicated by a padlock icon. The components are: Pre-Survey (Survey: 6 questions), Module 1: Introduction to Agility & Resilience (Section: 1 Document, 1 Live Web Event), Module 2: Self-Awareness & Mindfulness (Section: 1 Link, 1 Live Web Event), Mid-Course Survey (Survey: 4 questions), Module 3: Humility & Compassion (Section: 1 Link, 1 Live Web Event), Module 4: Kindness & Take-Home Behaviors (Section: 1 Link, 1 Live Web Event), and Program Evaluation (Link: Click here to launch the evaluation).

Amer Kaissi, PhD
Professor, Healthcare Administration
Trinity University

Pre-Survey
Survey: 6 questions

Module 1: Introduction to Agility & Resilience
Section: 1 Document 1 Live Web Event

Module 2: Self-Awareness & Mindfulness
Section: 1 Link 1 Live Web Event

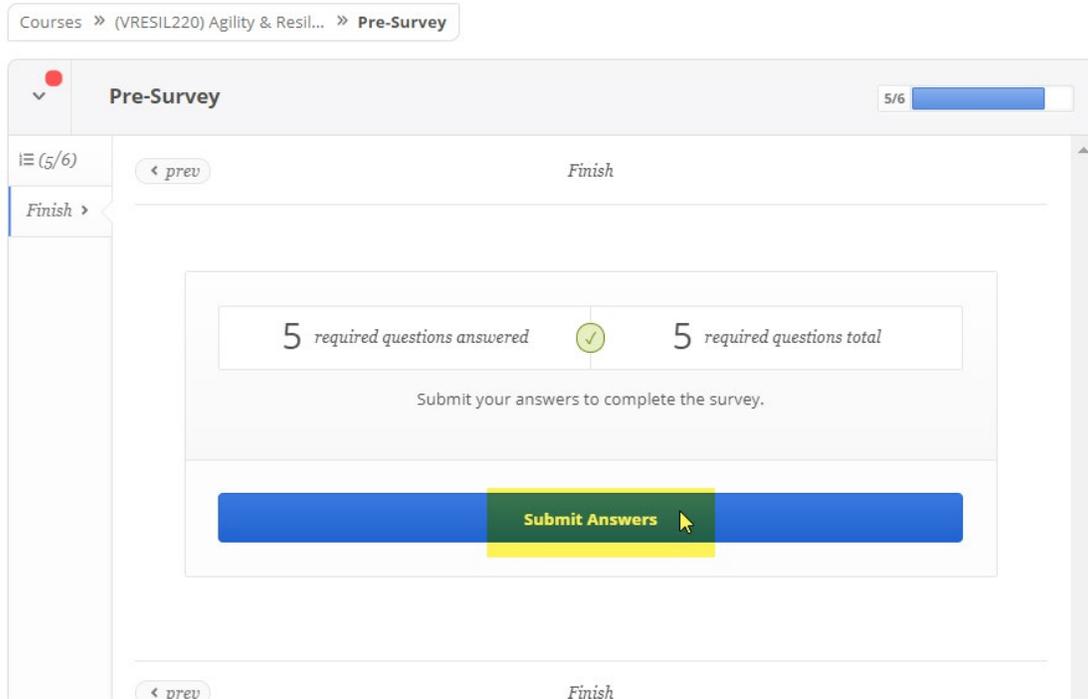
Mid-Course Survey
Survey: 4 questions

Module 3: Humility & Compassion
Section: 1 Link 1 Live Web Event

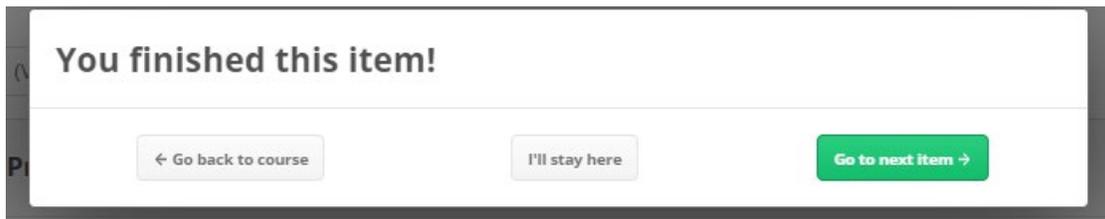
Module 4: Kindness & Take-Home Behaviors
Section: 1 Link 1 Live Web Event

Program Evaluation
Link: Click here to launch the evaluation

8. The pre-survey consists of 6 questions. Please answer each question. At the end of the survey, select 'Submit Answers' in order to advance in the course. If you do not select 'Submit Answers' you will not be able to access Module 1.



9. After selecting 'Submit Answers', you will receive a popup indicating the item has been finished and you are able to continue. 'Go back to course' will bring you back to the main course page to see the overview of the course and all the modules to come. 'Go to next item' will bring you into Module 1. Most modules contain a pre-session assignment that must be completed in order to log into the live sessions, so after completing the pre-survey it is recommended to immediately go to the next item.



10. The next item will be module 1. Similar to the main course page, you will see an overview of the module including specific instructions on the requirements of the module for it to be marked as completed. Only one item will be available at the bottom of the screen – the Pre-Session Assignment (if there is one), or the first live session. If there is a Pre-Session Assignment, you must complete it to unlock and participate in the live session.

Courses » (VRESIL220) Agility & Resil... » Module 1: Introduction to A...

Module 1: Introduction to Agility & Resilience

Welcome to Module 1!

This module has three sections:

- **Agility:** Question, learn, reflect, pivot & risk
- **Resilience:** Dealing with setbacks, handling stress
- **Research**

Next steps:
In order to complete this module you will need to complete three items.

- Pre-Session Assignment
- Attend Live Session
- Post-Session Discussion & Assignment (see below)

To view the discussion board simply scroll down to the bottom of each page.

Once you have satisfied the requirements of each required item, you will then unlock the next course requirement.

Post-Live Session Discussion:
After the live session, please return to this page to answer the following discussion question:

- How do the principles of agility & resilience apply in the current COVID crisis?

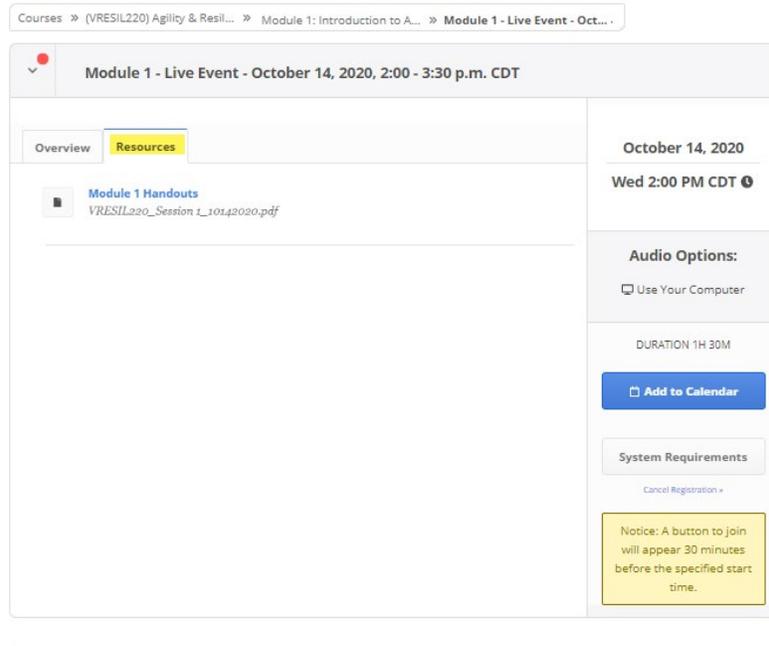
Post-Live Session Assignment:
As an individual reflection assignment, please consider the following questions (your answers do not need to be posted on the discussion board):

- What are your strengths and weakness in terms of agility and resilience?
- How will you apply the principles in your day-to-day work?

 **Module 1 - Pre-Assignment**
Document: Open the Case Study >

 **Module 1 - Live Event - October 14, 2020, 2:00 - 3:30 p.m. CDT**
Live Web Event: Wed, October 14, 2020 @ 2:00 PM CDT >

11. Once the Pre-Session Assignment has been completed (if applicable), the Live Event item below it will be unlocked. This Live Event item will provide an overview of the live session and the ability to add the offering to your calendar. You may also download the session handouts in advance by selecting the 'Resources' tab.



12. To access the live session, return to the Live Event item on the appropriate date/time and a link will be displayed, granting you access to the live session. The link will display and the session can be joined up to 30 minutes before it is scheduled to begin.

13. After a live session is complete, you may need to complete a post-session assignment in order to advance to the next Module. For example, the post-session assignment may require you to post a message on the group discussion board. The discussion boards are located at the bottom of a specific module overview page.

Courses » (VRESIL220) Agility & Resil... » **Module 1: Introduction to A...**

Module 1: Introduction to Agility & Resilience

Welcome to Module 1!

This module has three sections:

- **Agility:** Question, learn, reflect, pivot & risk
- **Resilience:** Dealing with setbacks, handling stress
- **Research**

Next steps:
In order to complete this module you will need to complete three items.

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- Attend Live Session
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To view the discussion board simply scroll down to the bottom of each page.

Once you have satisfied the requirements of each required item, you will then unlock the next course requirement.

Post-Live Session Discussion:
After the live session, please return to this page to answer the following discussion question:

- How do the principles of agility & resilience apply in the current COVID crisis?

Post-Live Session Assignment:
As an individual reflection assignment, please consider the following questions (your answers do not need to be posted on the discussion board):

- What are your strengths and weakness in terms of agility and resilience?
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 **Module 1 - Pre-Assignment**
Document: Open the Case Study 

  **Module 1 - Live Event - October 14, 2020, 2:00 - 3:30 p.m. CDT**
Live Web Event: Wed, October 14, 2020 @ 2:00 PM CDT

2 Comments [ACHE](#) [Disqus' Privacy Policy](#)  **Jessica Porucznik** -

 Recommend Sort by Newest -

 Join the discussion...

 **Anna Ivory** - 20 hours ago
We had to admit that we really did not know how to deal with COVID in the March 2020 wave. This was very humbling to providers and

14. You can monitor your progress through the check boxes next to each session component. If you have successfully completed a component the green check box will appear and you will be able to access the following Module or component.



A Note about Live Sessions

If you are unable to attend a live session, the system will not allow you to advance to the next component because of the sequential nature of the program. If you fail to attend a live session, please contact ACHE to be able to proceed. Please remember to do this as quickly as possible and before the next Pre-Session Assignment and Live Event are scheduled, otherwise you will be unable to participate in those as well.

If you are interested in watching a session again, the session recordings are available to view at the bottom of the components.

A Note about Credits

ACHE Face-to-Face CEUs are only earned by participating in the Live Events. Those ACHE Face-to-Face credits will automatically post to your My ACHE account within 2 weeks after the program ends.

If you do not log into a live session, you cannot receive ACHE Face-to-Face credits. If you watch a session recording, you may self-report this participation on your My ACHE page as ACHE Qualified Education CEUs only. You are unable to earn ACHE Face-to-Face CEUs by watching a recording.