

**University of Iowa
Hospitals & Clinics**

Department of Nursing Services
and Patient Care
Nursing Clinical Education Center
4 West, General Hospital
319-356-1238 Tel

Intended Audience:

Nurses employed at
University of Iowa
Hospitals & Clinics

Fees & Credits:

There is no registration fee for
staff to attend this course or
to receive optional CE contact
hours.

Dates and Locations

These offerings are held
multiple times each month in
various locations across the
hospital as need arises and
conference room space
becomes available.

1.0 contact hours will be
granted per sessions by UIHC
Department of Nursing (IBN
Approved Provider #34).
Participants must attend the
entire program to receive full
credit.

**Pre-registration is
required.** Contact Josh
Paxton at [joshua-
paxton@uiowa.edu](mailto:joshua-paxton@uiowa.edu)
or phone 319-467-7750
to register.

The University of Iowa prohibits
discrimination in employment, educational
programs, and activities on the basis of race,
creed, color, religion, national origin, age, sex,
pregnancy, disability, genetic information,
status as a U.S. veteran, service in the U.S.
military, sexual orientation, gender identity,
associational preferences, or any other
classification that deprives the person of
consideration as an individual. The university
also affirms its commitment to providing
equal opportunities and equal access to
university facilities. For additional information
on nondiscrimination policies, contact the
Director, Office of Equal Opportunity and
Diversity, the University of Iowa, 202 Jessup
Hall, Iowa City, IA, 52242-1316, 319-335-0705
(voice), 319-335-0697 (TDD),
diversity@uiowa.edu.

Appreciative Coaching Sessions

Sponsored by: Office of the Patient Experience

Purpose/Description:

Appreciative coaching provides tools and techniques that will allow participants to effectively engage in real-time feedback with peers on established compassionate, connected care behaviors.

Objectives:

1. Discuss how and when feedback is its most effective
2. Describe methods for providing effective feedback
3. Discuss what appreciative coaching is and how to incorporate it effectively into feedback to reinforce behaviors that are proven to have a positive impact on patients
4. Practice giving and receiving feedback using the learned skills

October 2020 – November 2021

Schedule:

0730/1200/1900 – How and when to give feedback
0735/1205/1905 – Providing effective feedback
0810/1210/1910 – Appreciative coaching and feedback
0820/1220/1920 – Simulation practice and debriefs
0830/1300/2000 – Wrap-up

UIHC Office of the Patient Experience Speakers:

Tera Kringle, MS, Patient Experience Coach
Josh Paxton, BA, Patient Experience Coach
Kip Pedersen, BA, Patient Experience Coach

Individuals with disabilities are encouraged to attend all University of Iowa-sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Department of Nursing in advance at (319) 356-1238.