

FREQUENTLY ASKED QUESTIONS

Welcome to the Healthy Workforce Academy, **Eradicating Bullying & Incivility: Essential Skills for Healthcare Leaders** course. This resource serves to provide you with a few details and answers to the most frequently asked questions about this course. Our goal is to make your course experience the very best it can be!!

The following represents the most common questions about the course:

How will I gain access to the course?

A few days before the course launch date you will receive an email from the course manager, Ashley Thompson, with details about the course. Included in this email is a link to a video that will show you how to log into the course and some key elements. Also in the email is an invitation to a Live Kickoff Q&A call with your host and course creator, Renee Thompson.

On the day before the launch date, you will receive another email, this time from the course itself, with the course URL, your username and password. On the assigned launch date, simply log into the course and begin your training.

Why was I chosen to take this course?

Leaders are chosen to take this course typically as part of their leadership development process. As we know, creating and sustaining a healthy workforce culture relies on front line leaders who are skilled in setting behavioral expectations and holding their people accountable.

How can I change my password?

When you log into the course, in the upper right hand corner of your screen, you will see a settings tab. Simply click on the tab and reset your password.

What is the difference between the live kick off call and the biweekly calls?

For those leaders who enroll as a cohort with other leaders within their organization, a unique live kick off call is scheduled on their launch date. During this kick off call, Renee Thompson will provide a course overview and answer any questions from the group.

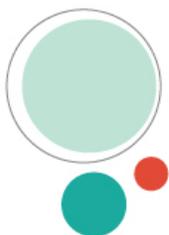
Then the leaders will be encouraged to join the established biweekly live Q & A calls with other leaders across the country.

What if I can't make it to a live call?

No worries. Each call is recorded and will be available for 6 months within the course.

How long should it take to complete the course?

The course consists of five (5) modules, an orientation, and a graduation section. Each module contains an action guide, audio training, video, and video screen capture trainings to appeal to the



various learning styles. Although you have lifetime access to the course, it is recommended you complete the course in about 6 weeks.

Other leaders in the course scheduled time on their calendars once a week to complete a module.

Please note that lifetime access is defined as the life of the course and its availability to you as an employee in your current organization.

What should I do if I have trouble accessing the course?

Many times, issues accessing the course stem from your organizational Internet protocols and can be corrected by contacting your IT department for assistance. If this does not rectify the issues, you may contact the course manager at support@healthyworkforceacademy.com.

What if I have questions about the content?

For questions related to the content, the activities, the additional resources or how to gain access to other courses within the Healthy Workforce Academy, please contact Renee Thompson directly at renee@rtconnectons.com.

On behalf of the Healthy Workforce Institute's team, thank you for stepping up as leaders by recognizing that the way we treat each other is just as important as the care we provide.

With gratitude,

Renee, Ashley Thompson and the amazing humans at the Healthy Workforce Institute!