

Workforce Well-being for Middle Managers

September – December 2026

This program consists of 8 live online sessions, at either 11:00 AM – 12:30 PM ET, 11:00 AM – 12:00 PM ET or 12:00 PM – 1:00 PM ET, and self-paced activities to be completed outside of the live sessions. Self-paced activities between sessions are required and should take no longer than one hour to complete.

To receive credit for completing your IHI program and, if applicable, become eligible for continuing education credit, you must:

- Attend and participate in live online sessions.
- Complete any required self-paced learning activities.
- Complete any required coursework, such as online submissions or presentations.
- Submit the post-program evaluation survey within 30 days of the program end date.

Live-Online	Self-Paced
-------------	------------

Session	Date(s)	Session Topic	Live or Self-Paced
Lesson 1	Opens: August 26 Closes: September 9	Review and complete the following lesson to prepare for All Learner Call 1: <ul style="list-style-type: none"> • Lesson 1: Foundations of Workforce Well-being 	Self-Paced
All Learner Call 1	September 9, 2026 11:00 AM – 12:30 PM ET	Learning Objectives for What is Well-being Centered Leadership and Why Is It Important? Building Trust and Aligning Values with Action:	Live

		<p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Identify their core personal and professional values relevant to their leadership role. • Analyze areas of alignment and misalignment between personal, professional, and organizational values. • Explain how values influence leadership behavior, decision-making, and team experience. • Apply the “What matters to you?” approach to better understand team members’ motivations and needs. • Formulate one or more actions to make their values visible in their day-to-day leadership practice. 	
Lesson 2	<p>Opens: September 9 Closes: September 23</p>	<p>Review and complete the following lesson to prepare for All Learner Call 2:</p> <ul style="list-style-type: none"> • Lesson 2: Frameworks and Language for Workforce Well-being 	Self-Paced
All Learner Call 2	<p>September 23, 2026 11:00 AM – 12:00 PM ET</p>	<p>Learning Objectives for What Do We Mean by Health Care Well-being Anyway?:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Analyze how current language and framing of well-being shows up in their organization and influences priorities. • Evaluate the strengths and limitations of different well-being lenses (e.g., burnout, fulfillment, efficiency) in addressing real workplace challenges. • Select language and focus areas that best align with their team’s needs and organizational context. 	Live

		<ul style="list-style-type: none"> • Apply elements from well-being frameworks to shape a more effective and balanced approach within their area of influence. • Formulate a clear direction for how they will describe and prioritize workforce well-being in their role. 	
Lesson 3	<p>Opens: September 23</p> <p>Closes: October 7</p>	<p>Review and complete the following lesson to prepare for All Learner Call 4:</p> <ul style="list-style-type: none"> • Lesson 3: Measuring Workforce Well-being Overview 	Self-Paced
All Learner Call 3	<p>October 7, 2026</p> <p>11:00 AM – 12:00 PM ET</p>	<p>Learning Objectives for Measuring Well-being and Addressing Survey Fatigue:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Analyze their current measurement approach (or lack thereof) to identify gaps, inefficiencies, or sources of burden. • Evaluate different measurement options and tradeoffs (e.g., simplicity vs. completeness, frequency vs. fatigue). • Apply a practical measurement approach using outcome, driver, and balancing measures to a real workflow or team challenge. • Design a small-scale, actionable measurement plan that can be implemented within their area of influence. • Identify strategies to reduce survey fatigue while still generating useful insights. 	Live
All Learner Call 4	<p>October 21, 2026</p> <p>11:00 AM – 12:00 PM ET</p>	<p>Learning Objectives for The Link Between Well-being and CQI:</p> <p>By the end of this session, learners will be able to:</p>	Live

		<ul style="list-style-type: none"> • Evaluate the need for systematic improvement methods in improving any outcome in an organization, including physician and staff well-being. • Recognize common rookie mistakes in improvement. • Name five key factors associated with successful improvement efforts. 	
All Learner Call 5	November 4, 2026 11:00 AM – 12:00 PM ET	<p>Learning Objectives for Coaching for Well-being Centered Leaders:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Demonstrate core coaching skills (active listening, reflection, and questioning) in structured conversations. • Differentiate when to use a coaching approach versus directing or advising in common management situations. • Apply coaching techniques to real workplace scenarios to support problem-solving, engagement, and well-being. • Evaluate how their current conversational habits impact trust, psychological safety, and team effectiveness. • Commit to specific behavior changes in their next 1:1 or team interaction. 	Live
All Learner Call 6	November 11, 2026 11:00 AM – 12:00 PM ET	<p>Learning Objectives for Well-being Centered Communication:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Analyze how communication choices (content, tone, channel) impact team trust, engagement, and well-being. • Evaluate communication tradeoffs in real scenarios (e.g., transparency vs uncertainty, speed vs accuracy). • Select appropriate communication challenges and approaches based on message type and context. 	Live

		<ul style="list-style-type: none"> • Apply well-being centered communication principles to revise and deliver messages more effectively. • Construct a clear, supportive communication approach for a real-world scenario involving uncertainty or change. 	
All Learner Call 7	December 2, 2026 11:00 AM – 12:00 PM ET	<p>Learning Objectives for Human Factors, Cognitive Load, and Workflow Design:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Analyze how workflow design and cognitive load contribute to team strain, inefficiency, and burnout. • Identify sources of cognitive load in their own work environment (e.g., inbox, EHR, meetings, interruptions). • Apply a simple workflow diagnostic approach to uncover inefficiencies and friction points. • Design a small-scale workflow improvement using practical redesign levers (eliminate, simplify, standardize, distribute). • Determine what changes can be made locally vs what must be escalated within organizational constraints. 	Live
All Learner Call 8	December 17, 2026 12:00-1:00 PM ET	<p>Learning Objectives for Reducing Barriers to Better Mental Health:</p> <p>By the end of this session, learners will be able to:</p> <ul style="list-style-type: none"> • Recognize early warning signs of distress and interpret what they may indicate in a workplace context. • Apply mental health first aid principles to initiate supportive conversations with team members. 	Live

		<ul style="list-style-type: none">• Demonstrate appropriate responses in scenarios involving varying levels of concern, including when to escalate.• Differentiate between situations that require coaching, support, or escalation based on role boundaries.• Formulate a practical approach to supporting mental health within their area of influence, including follow-up and resource connection.	
--	--	--	--