

— FOR ALL INTERESTED MEDICAL STAFF & HEALTHCARE LEADERS —

# CIVILITY CONFERENCE

— KELOWNA —

REGISTER BY NOVEMBER 10 TO SAVE YOUR SEAT!

**SATURDAY, NOVEMBER 16TH**  
**FOUR POINTS SHERATON, KELOWNA**

5505 AIRPORT WAY, KELOWNA

CHOOSE **ALL OR ANY COMBINATION** OF THE FOLLOWING  
**IN PERSON & VIRTUAL** SESSIONS WITH FOLLOWUP DISCUSSION

11:15 AM - 12:15 PM

**CIVILITY IN A COMPLEX WORLD**

12:15 PM - 1:15 PM

**LUNCH**

1:15 PM - 2:15 PM

**WHAT'S YOUR THEME TUNE?**

2:45 PM - 3:45 PM

**CALLING IT OUT WITH COMPASSION**



FEATURING:

**DR. CHRIS TURNER**

**Dr. Chris Turner**, is a consultant in Emergency Medicine from the UK and the co-founder of Civility Saves Lives. He feels passionately about the importance of civility in medicine and has been working hard to increase awareness of its impact.

Register for sessions at  
[regionalcivilitytour.vfairs.ca](https://regionalcivilitytour.vfairs.ca)



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**Upon completion of the overall program, participants will be able to:**

1. Appreciate the patient and team benefit that comes with civility and real detriment that comes with incivility
2. Recognize forms of incivility in the workplace
3. More mindfully self-monitor behaviour to optimize team performance
4. Unpack misunderstandings & implement strategies to maintain positive regard
5. More confidently broach uncivil behaviour in a compassionate manner

**This one (1) credit-per-hour Group Learning program has been certified by the  
College of Family Physician of Canada AND Royal College of Physicians & Surgeons  
for up to three (3) Mainpro+ credits**

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