

Communication: The Manager's Role in Fostering Team Excellence

Tuesday, February 24, 2026

Program: 8:30am – 4:30pm

WAKE AHEC
PART OF NC AHEC

RECRUIT
TRAIN
RETAIN

Event #76651ks

Program Description: Leaders in today's workplace have a tremendous impact on work culture, team and organizational success. This program will provide managers and supervisors with key leadership attributes that promote team excellence and a positive work culture.

Location

William F. Andrews Conference Center
3024 New Bern Ave.
Raleigh, NC 27610

Target Audience

Managers and supervisors working in the healthcare field

Objectives

At the conclusion of this educational program, participants should be able to:

1. Discuss internal and external customer needs.
2. Demonstrate individual accountability.
3. Differentiate dimensions of diversity.
4. Develop effective communication skills.
5. Engage in constructive conflict resolution.



Speaker

Syvil Burke, MBA, MSN
Burke Consulting
Durham, NC

Testimonials from those who have attended:

"I learned so much from Syvil that I will take with me in any position I end up in. I thoroughly enjoyed it! She's an awesome presenter! So many tips on dealing with people day to day!"

"The course is superb."

"This was one of the most interesting and powerful presentations I've seen in quite some time! I can't wait to hear her again! Excellent!"

[REGISTER ONLINE TODAY!](http://WWW.WAKEAHEC.ORG)
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Questions? Contact Kimberly Spencer at kispencer@wakeahec.org or 919-350-0480.

Agenda

8:00am	Registration Check-in
8:25	Welcome and Announcements <i>Heather Goodson</i>
8:30	My Success=Team Success <i>Syvil Burke, MBA, MSN</i>
10:00	Break
10:15	Communicating Effectively
11:30	Lunch Break
12:15pm	Managing Diversity
2:00	Break
2:15	Managing Conflict
3:45pm	Adjourn

Credit

Wake AHEC will provide 0.6 CEU to participants upon completion of this activity.

A participant must attend 100% of both days of the program to receive credit. Partial credit will not be awarded.

Wake AHEC will provide up to 5.5 Contact Hours to participants.

Registration Fee

Early Fee - \$85. Vouchers will be accepted.

- Fee will include online handouts, email evaluation summary and certificate of completion.
- Lunch and beverages will be provided.
- Visit www.wakeahec.org for our ADA Statement and Inclement Weather Policy.

Cancellations and Refunds

Registrants cancelling between two weeks and five full business days prior to the first day of the event are refunded at 70% of the registration fee (minimum \$25 cancellation fee). No refunds or credits will be given for cancellations received after five full business days prior to the event. Substitutes are encouraged.