**Thursday, October 23, 2014**

 9:00 am Welcome & Introductions

 Setting Expectations

 9:15 am Communication Basics

Performance Resources

 9:30 am Scenario introduction

Snacks

 9:45 am HRC scenario role play

 9:55 am Tabletop scenario work

10:25 am Debrief and questions

10:50 am HSA Performance Strategies

 Who and When Framework

 HSA Best Practices