**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