

## 2021 DoM Wellness Lecture

# Patients First, but what's next? Working towards a more relational culture... even during a pandemic

with **Jillian Horton, MD, FRCPC**

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via Zoom videoconference

[www.deptmedicine.utoronto.ca/event/CWMGR-2021-09-15](http://www.deptmedicine.utoronto.ca/event/CWMGR-2021-09-15)

Wednesday, September 15, 2021 @ 12:00 to 13:00

### LEARNING OBJECTIVES:

At the end of the presentation, participants should be able to:

1. Reflect on how incivility in the workplace affects clinical outcomes,
2. Describe the cognitive traps that can lead to incivility in the workplace, and
3. Apply three short exercises that can be taught to colleagues and learners to mitigate cognitive incivility traps in the workplace.

### EVALUATION & ATTENDANCE:

via [www.deptmedicine.utoronto.ca/event/CWMGR-2021-09-15](http://www.deptmedicine.utoronto.ca/event/CWMGR-2021-09-15)

Attendance for Maintenance of Certification credit will only be tracked if evaluation and attendance surveys are completed. This event will **not** be recorded.



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