

# CREATING AND SUSTAINING HIGH-PERFORMANCE TEAMS



Motivate staff and  
foster teamwork for  
high performance

## LIVE VIRTUAL COURSE

# CREATING AND SUSTAINING HIGH-PERFORMANCE TEAMS

## Overview

This course aims to strengthen charge nurses and other healthcare managers with leadership skills to grow high-performance employees and teams. You'll explore the connection between teamwork and quality patient care, practice effective listening techniques to address workplace challenges, and identify leadership strategies that foster collaboration. You'll also learn approaches for motivating staff and sustaining engagement across teams.

## Following this course, you'll understand:

- How to define "team," "teamwork" and "team building"
- What characteristics make a team effective or ineffective
- The power of teamwork in healthcare
- How to identify leadership strategies to ensure your team works together
- Strategies to assess and resolve conflict within the team
- Body language and ways to align your communication technique accordingly
- How effective listening strategies can help resolve issues

## Who Should Attend?

If you're a charge nurse or in any healthcare leadership or manager role, this course is designed for you.

## Facilitator



### Mark Kaliher, BSN, MSN, RN

has over 20 years of nursing experience, primarily in the emergency department. He currently works as a charge

nurse at Bear Valley Community Hospital in San Bernardino County. Kaliher has experience working with a variety of teams through many years of registry work and critical care transports. For the past 10 years, he has also led courses through FlexEd and HASC, becoming one of their most requested instructors. Students consistently say he's able to take complicated concepts and make them easy to understand. His humor and passion for nursing make each course an enjoyable experience.

## Important Information

### Registration deadline: Aug. 13, 2026.

Valid payment information must be received with your registration.

Make check payable and mail to: HASC, FILE 1361, Pasadena, CA 91199-1361.

You may be photographed or videotaped at the event. HASC reserves the right to use these photos and videos in promotional, marketing, educational and other materials.

This course is presented by Flex Ed and could be offered by your hospital at no charge to you. If your hospital is a Flex Ed client, check with your organization to learn about future offerings. If you wish to continue registering with HASC, we will offer a discount. To request, contact [sdixon@hasc.org](mailto:sdixon@hasc.org). Unsure whether your hospital is a Flex Ed client? You can [click here](#) to check.

## Screen Sharing

Screen sharing is not allowed without prior approval. Unauthorized screen sharing will result in removal from the course and loss of CEUs. To request approval, contact [sdixon@hasc.org](mailto:sdixon@hasc.org) no later than Aug. 13.

## Cancellations

Program cancellations received in writing by Aug. 13, 2026, will be subject to a \$50 processing fee.

We welcome substitutions.

Refunds will not be granted after Aug. 13 or for no-shows. Fees are not transferable to other programs.

## Special Needs or Questions

For ADA assistance or general registration questions, contact Sherita Aquino, [saquino@hasc.org](mailto:saquino@hasc.org) or (213) 538-0767.

## Continuing Education Credits

Provider approved by the California Board of Registered Nursing, Provider no. 08593, for 3 contact hours.

**THURSDAY, AUG. 20, 2026**

**Check-in:** 8:45 a.m. Pacific Time

**Event:** 9 a.m. - 12 p.m. Pacific Time

**\$176**

Members,  
per person

**\$228**

Nonmembers,  
per person

Discounts available for groups of three or more.

For more information, please contact

**Sharri Dixon,**

[sdixon@hasc.org](mailto:sdixon@hasc.org).



**Register online  
by Thursday, Aug. 13**

Scan the QR code  
to register online,  
or visit

<https://qrco.de/high-perf>