

# UCB PATIENT EXPERIENCE TEAM SYNERGY RETREAT

Wednesday, April 8, 2026

Location: Hotel X

**Theme:** From Executor to Owner: *Developing the Mindset and Behaviours of Proactive Leaders*

## OBJECTIVES:

- 1. Ownership:** Strengthen the mindset of treating each program as your business to lead and improve.
- 2. Initiative:** Encourage proactive leadership by identifying problems early and driving solutions independently.
- 3. Bold Decision-Making:** Build confidence to make decisions, take calculated risks, and act without waiting for permission.
- 4. Resilience:** Equip the team to manage pressure, adapt to challenges, and continue moving initiatives forward.

## MORNING AGENDA

| TIMEFRAME   | DESCRIPTION              |
|-------------|--------------------------|
| 855-900am   | <b>Intro kick-off</b>    |
| 900-915am   | <b>"one honest goal"</b> |
| 915-1015am  | <b>Johari Window</b>     |
| 1015-1030am | <b>BREAK</b>             |
| 1030-1045am | <b>Fun Activity</b>      |
| 1045-1115am | <b>CBCF Framework</b>    |
| 1115-1200pm | <b>CBCF Round Robin</b>  |
| 12-100pm    | <b>LUNCH</b>             |

## AFTERNOON AGENDA

| TIMELINE  | DESCRIPTION   |
|-----------|---|
| 100-130pm | <b>Defining BOLD Behaviours: DIScomfortable compass</b> |
| 130-200pm | <b>Activity: "How Have You Evolved in your Career"</b>  |
| 2-215pm   | <b>Perception vs Perspective</b>                        |
| 215-230pm | <b>BREAK</b>  |
| 230-245pm | <b>Micro Bravery: DARE-DIS</b>                          |
| 245-345pm | <b>ACTIVITY: DARE Development Planning</b>              |
| 330-430pm | <b>Wrap Up &amp; Next Steps: The Bold Commitment</b>    |