



The Armstrong Institute

# Center for Harm Response

*Building confidence, skill and compassion for caring conversations*

## CRP LEADER INTENSIVE

***Strong leadership is the cornerstone of a successful Communication and Resolution Program (CRP).***

The CRP Leader Intensive is a powerful, insight-generating experience for healthcare leaders that helps align vision, build skills, and accelerate results.

The Armstrong Institute Center for Harm Response facilitates this 8-hour, on-site, interactive program to address your organization's unique needs and challenges. The goal is to ensure every leader leaves with actionable strategies and the confidence to implement them.

### ***Who Should Attend?***

- **Senior System Leaders**  
(e.g. CMO, CNO, CQO, CFO, Chief Risk Officer, General Counsel)
- **Facility Leaders**  
(e.g. Hospital Presidents)
- **CRP Leaders and Team Members**

**Understand key leadership behaviors that drive meaningful CRP adoption.**

**Develop a clear, shared vision for CRP success based on a solid understanding of your current successes and opportunities.**

**Be equipped with practical tools and strategies to manage the changes that come with CRPs, foster transparency and trust, and build a stronger culture of safety.**



Armstrong Institute  
for Patient Safety  
and Quality

**Evidence-informed & practical:** Our sessions are grounded in research and refined through decades of teaching, making them immediately applicable in real-world situations.  
**Expert-led:** You'll learn from pioneers in the field with deep experience helping healthcare teams communicate after harm with compassion and integrity.  
**Capacity-building:** We focus on creating sustainable local expertise; leaving your organization stronger, not dependent.

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