



Event Prerequisite

Thank you for planning to attend the next “Connecting with Empathy Leadership Education” offering brought to you by Experience Training, Education & Coaching. You’re registered for the virtual offering via [Zoom](#) with Chad Fritsche from 1-2 p.m. CST on Wednesday, Dec. 28.

([My Learning](#) course ID: 259001LEDR000721)

Experience Essentials
Creating the health care experience for the next generation.

Experience Essentials

Our story inspires hope
Mayo Clinic experts help solve the world's most complex medical problems. Using advanced technology and research we provide answers and give hope, it's **what we do**. Yet, it's often **who we are** that makes our story the most remarkable. It's each of us delivering compassionate care and unparalleled service that makes the Mayo experience.

Our values make us different
The Mayo experience is grounded in our values. Our values describe our character and drive our decision making. They hold us together with a common purpose and keep us accountable to do the right thing.

Our service is unmatched
Experience Essentials is based on best principles in service delivery and firmly aligned with Mayo Clinic's mission and values. It describes how we do what we do - our attitudes, behaviors, and mindset. It reflects our extraordinary culture and positions us to deliver the highest quality, human-centered health care experience for generations to come.

Our experience is our opportunity
This is our opportunity to contribute to Mayo Clinic's story as the best place to receive care and the most meaningful place to work!

Who We Are. What We Do.

Let's get started!



Prior to joining this event, please familiarize yourself with the [Experience Essentials](#) module to prepare for active discussions in class.

We'll see you then!

About Us:

Experience Training, Education & Coaching (XTEC) provides opportunities for all Mayo Clinic staff to enhance their communication skills. With engaging facilitations and resources, we believe that everyone can improve interpersonal communication that fosters and promotes strong human connections. For more details, visit our [intranet site](#).