

### **Workshop #4 – Resource List**

1. [Beryl Institute](#) – a global community practice dedicated to improving the patient experience through collaboration and shared knowledge.
2. Margaret Heffernan TED Talk “[Dare to disagree](#)”

Most people instinctively avoid conflict, but as Margaret Heffernan shows us, good disagreement is central to progress. She illustrates (sometimes counterintuitively) how the best partners aren't echo chambers -- and how great research teams, relationships and businesses allow people to deeply disagree.