

# Is Unprofessional Behavior Impacting YOUR BOTTOM LINE?

## PROFESSIONAL BEHAVIOR WORKSHOP

Disruptive behaviors undermine team effectiveness, contribute to unhealthy work environments, and put patients at risk.

### After attending the Professional Behavior workshop, you will be:

- ✦ Able to effectively respond to behaviors that undermine safe patient care
- ✦ Taught easy-to-use strategies to manage high-conflict personalities, personal workplace issues, and unsafe practices
- ✦ Provided an evidence-based set of tools including education materials for frontline engagement
- ✦ Able to understand the link between professional conduct, effective teamwork, and patient safety
- ✦ Able to recognize patterns of disruptive behavior
- ✦ Taught how to develop system structures to support engagement

### Benefits:

- ↑ Improve employee morale and retention
- ↑ Increased productivity
- ↑ Reinforce safer behaviors
- ↑ Increase organizational capacity to manage conflict
- ↑ Incorporates Accreditation Standards

### Who Should Attend?

- Clinical and Non-Clinical Leaders
- Managers
- Supervisors

### FEATURED SPEAKERS



#### Duane Cromwell, Ed.D.

A seasoned practitioner and trainer of applied human factors safety science and clinical information systems with over 30-years experience, Duane delivers evidence-based strategies and tools to manage high-conflict personalities and unsafe practices that undermine safe care. Duane has provided behavioral training to both small and large corporations including General Electric, IBM, and Philips Consumer Electronics, among others.



#### Deborah Fialk, RN, MBA

Deborah has expertise built on twenty-five years of experience in a variety of positions in healthcare including roles as Chief Operating Officer/Patient Safety Officer and Assistant Administrator of Patient Care Services/Chief Nursing Officer. She specializes in managing conflict within organizations and has developed systems to combat unprofessional behavior which led to increased employee morale, retention and productivity throughout multiple hospital systems and organizations nationwide. Additionally, she regularly provides leadership training and development of teams from coast to coast.



#### Stephen Powell, MS

An experienced facilitator, practitioner, and change management leader having coached over 100 healthcare organizations to implement tools and strategies that promote safer behaviors including conflict management, assertion training and constructive feedback mechanisms. Steve holds a Masters degree in Human Factors specializing in Organizational Psychology and team-based competencies in high risk industries. Additional specialties include human performance science, communication, situation awareness, coaching, multi-cultural differences and behavioral observation.



#### Nancy Somerville, MS

With over 25 years experience, Nancy specializes in understanding the patient's perspective, which helps focus on the profound impact that unprofessional conduct can have on patient safety and experience. Whether it's a physician who won't cooperate with the care team, or a charge nurse who only sends help to favored colleagues, staff may be frustrated, but the patient ultimately pays the price through error and substandard care.

## Learn more

<http://www.healthcareteamtraining.com/what-we-do/healthcare-team-training-launches-a-new-professional-behavior-workshop>

Call Us Today To Find Out More!

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