

The Magic of **Frontline Engagement™**

Through World Class Resident/Patient Satisfaction



MISSION:

Unlock the mystery of employee empowerment and enthusiasm to create a World Class resident/patient experience.

YOU WILL LEARN HOW TO:

- ▶ Unleash the power of enthusiastic, empowered front line staff.
- ▶ Achieve a “tipping point” to gain buy-in and ownership from a critical mass of leaders and staff.
- ▶ Devise a comprehensive transformation strategy for any major initiative.
- ▶ Gain a powerful commitment from leadership to champion the project or process.
- ▶ Systematically deal with change management issues in a way that gets urgent results.
- ▶ Adapt 10 comprehensive breakthrough tactics to overcome dysfunctional cultural barriers.
- ▶ Benefit from one post presentation private coaching session.

SEMINAR ATTENDEES SAY IT BEST:

“Excellent. The content is completely foundational to what we have to do. Creates hope in one.”

– *Jocelyn Vine, VP Patient Care, IWK Health Center, NS*

“Excellent approach to encourage and ensure success of staff engagement. Be ready to get going.”

– *David Stevenson, Chair North Shore Area CHB, NS*

“Practical and inspirational. Thank you for sharing the tools.”

– *Tricia Cochrane, VP Community Health, Annapolis Valley Health, NS*

“Excellent. I was empowered and excited about the content and delivery.”

– *Travis Gunn, Board Member, District Health Authority, NS*