



Looking for Solutions to Today's Toughest Employee Engagement Issues?



When most employees go to work every day, they are faced with constant change, new technology and unprecedented demands on their time. Organization leaders face even more challenges trying to do more with less in ever increasing increments. How can these leaders and employees stay engaged and energized...let alone find their way to Professional Paradise? Vicki Hess, RN, MS, Certified Speaking Professional has real world solutions to share with your organization.

Vicki Hess is not just a presenter...she is your Passport to Professional Paradise!

Professional Paradise: Oxymoron or Business Imperative?

Far more than a feel good concept, Professional Paradise™ is a business-altering paradigm that revolutionizes the way people feel and think about work, and ultimately, how they perform. A synergistic approach that permeates an organization's culture, Professional Paradise enables organizations to:

- Attract and retain top talent, becoming an employer of choice;
- Partner with employees to develop an emotional commitment that drives discretionary effort;
- Create and maintain positive connections with customers;
- Achieve remarkable results and a lasting, positive impact on the bottom line.

Creating Long-Term Change The author of two popular books (*SHIFT to Professional Paradise* and *The Nurse Manager's Guide to Hiring, Firing & Inspiring*), Vicki completed research that led to the development of her Professional Paradise strategies and proprietary five-step *SHIFT*™ methodology. Together, they form a holistic approach that changes unproductive thought patterns, hardwires new mindsets and creates lasting behavior change which in turn increases employee engagement.

Vicki works directly with your staff so they can create an organization full of **Chief Paradise Officers** who are engaged at work.

Vicki Knows Employee Engagement

An accomplished speaker, facilitator and entrepreneur, she is an expert in employee engagement, team dynamics and leadership development. Drawing on more than 25 years of hands-on experience in human resources, training and development, nursing and sales, she guides participants to a new way of thinking, engaging and behaving.

Comprehensive Involvement with Your Organization

From the initial conference call to customized keynotes at meetings to creative follow up, Vicki works to understand the nuances of your organization and the unique needs of your audience members. Her presentations, workshops and retreats are:

Meaningful – utilizing adult learning principles and memory cues

Thought-provoking – introducing innovative concepts that challenge conventional thinking

Action oriented – packed with tangible tools and takeaways

Engaging – using humor, music and storytelling to keep audiences riveted and win over even the biggest skeptics

Introspective – focusing on the individual's beliefs, mindset, behaviors and actions

Interactive – involving partnered and small group work, even with large audiences

The Alexander Speakers Bureau
1-800-622-5630
adminasb@comcast.net

Employee Engagement Presentations, Workshops & Retreats

Vicki's work with HR audiences is tailored for every audience and customized to meet your needs and objectives. Formats range from a 60-minute interactive keynote to a full day retreat. All formats are designed with a focus on creating long-term change on the job. Her most popular HR topics include:

SHIFT to Professional Paradise: 5 Steps to Less Stress, More Energy & Remarkable Results at Work

Many people are waiting for their boss, organization, coworkers or customers to change, because they think that when *other* folks get it right, then *they* will be happy at work. The fact of the matter is that each of us is the CPO – Chief Paradise Officer – of our job. Accepting responsibility for creating our own Professional Paradise creates long-term behavior changes and develops an emotional commitment that leads to remarkable results *and* job satisfaction.

After this memorable, uplifting program (*perfect for meetings with front line staff*), audience members will be able to:

- Define what Professional Prison and Professional Paradise mean to them
- Create and maintain positive connections with coworkers, customers and family members
- Apply the proprietary *SHIFT*TM technique to turn workplace POWs into WOWs, transforming stumbling blocks into stepping stones

Leading Your Organization to Professional Paradise and Beyond

Would most employees say they work in Professional Prison or Professional Paradise? Evidence indicates that far too many people feel stuck in their jobs. Perhaps that's why disengagement is still consistently cited as a top concern within organizations. And while engagement is without question a personal matter, an organization's leadership plays a crucial role in supporting employees to create their own Professional Paradise. This presentation provides leaders with a proven methodology for creating an organization-wide culture of Professional Paradise by teaching them how to:

- Develop their own personal accountability for engagement and job satisfaction
- Identify key work beliefs and how these impact staff behavior and, ultimately, results
- Lead their organization team in learning how to escape from stressed to satisfied, pooped to productive and stuck to soaring

Diving into Accountability: Will you Sink or SHIFT?

At its roots, accountability is as simple as complimenting someone who is doing a great job and as difficult as having to give uncomfortable feedback to someone who is a low performer. Either way, leaders who are expected to dive into accountability need the tools and techniques to reverse, twist or tuck when it comes to employee performance. Giving and receiving effective feedback is an often dreaded "necessary evil" that managers put off and it's the springboard for achieving organizational results in every department.

This workshop helps leaders determine what accountability really is and how to make the illusion a reality. Vicki coaches leaders off the "high dive" of fear into the calm waters of effective accountability for themselves and others.

Leadership Road Trip: Your Keys to Go from Jammed Up to Joy Riding

Take a few minutes to imagine what work would be like if your leaders were headed out on a road trip and thought a little bit more like a GPS in their management role.

Given a destination (strategic or tactical goal), leaders examine all possible routes and choose the best one for their passengers (stakeholders). They identify points of interest along the way, prepare folks for upcoming twists and turns and even help with overcoming detours and traffic jams. Vicki provides audiences with direction for taking a Leadership Road Trip to explore:

- Tools to develop and execute strategies for managing organization wide change
- Ideas for creating strategic relationships throughout your organization to smoothly reach your destination
- Best practices for helping employees enjoy the trip *and* the destination

The Alexander Speakers Bureau
1-800-622-5630
adminasb@comcast.net



About Vicki Hess

Vicki Hess, RN, MS, Certified Speaking Professional is the founder and principal of Catalyst Consulting, LLC. A skilled Escape Artist, she helps people escape from Professional Prison and provides a passport to Professional Paradise. Vicki is passionate about working with forward-thinking organizations to develop fully engaged employees and leaders, who in turn deliver remarkable business results.

A highly regarded speaker, author, facilitator and consultant, **Vicki is an expert in employee engagement, team dynamics, and workforce and leadership development, with more than 25 years of hands-on business experience.** Prior to starting her company in 2001, she was responsible for non-clinical employee training, team building, customer service and leadership development for 6,000 employees at LifeBridge Health. Earlier in her career, Vicki was in major account sales for Xerox Corporation and managed a training department for a major computer retailer. A registered nurse, she also has more than a decade of experience in the healthcare industry.



Vicki

Vicki is a Certified Speaking Professional (CSP). The CSP designation, conferred by the National Speakers Association and the International Federation for Professional Speakers, is the speaking profession's international measure of professional platform skill. In addition, Vicki holds a Master's Degree in Human Resource Development from Towson University and was an adjunct professor at Johns Hopkins University Graduate School of Business for five years. In 2011, Speaking.com named a **"Top 5 Healthcare Speaker"**.

Vicki's professional experiences and original workplace research led her to develop her proprietary Professional Paradise™ concept and proven *SHIFT*™ methodology for permanently changing unproductive thought patterns, actions and habits.

Vicki is the author of **SHIFT to Professional Paradise: 5 Steps to Less Stress, More Energy & Remarkable Results at Work** and **The Nurse Manager's Guide to Hiring, Firing & Inspiring** (Sigma Theta Tau International 2010). She is also a regular contributor to the *Baltimore Business Journal* and NurseTogether.com.

Vicki's husband and two almost grown sons are the source of much of her joy and humor.

Vicki put the word "motivation" into the phrase "motivational speaker." She is informative, high energy, entertaining and really leaves you with something to think about. I would highly recommend her to any audience.

Karyn Gold, Employment Specialist,
– Carroll Hospital Center

The Alexander Speakers Bureau
1-800-622-5630
adminasb@comcast.net

CLIENT LISTING

Corporations, healthcare organizations, national associations, government agencies and educational institutions nationwide look to Vicki to help them find Professional Paradise. A partial list of clients includes:

HR ORGANIZATIONS

American Society for Healthcare Human Resources Administration (ASHHRA)
Independent Power Human Resources Association
Management Recruiters International
National Nursing Staff Development Organization
Society for Human Resource Management (SHRM)
Annual Conference & Exposition
Delaware State Council
Diversity Conference & Exposition
Garden State Council
Maryland State Council
Staffing Management Conference
Tri-State Council
Virginia State Council
and various regional SHRM associations

CORPORATIONS AND ASSOCIATIONS

American Healthcare Association
Bristol-Myers Squibb
Business & Legal Resources
CareFirst BlueCross BlueShield
Comcast Cable
Four Seasons Hotel & Resorts
Gannett Publications
Geeks on Call
Healthcare Service Excellence Conference
Johns Hopkins Health System
Loyola College of Maryland
Meeting Professionals International (MPI) Potomac Chapter
National Council for Higher Education
OR Managers, Inc.
Social Security Administration
United Way

*Vicki Hess was one of the best speakers at this year's conference. She took a complex process and made it simple and easy to implement. **This session alone was worth the entire cost of the conference.***

– SHRM Annual Conference Attendee

Vicki should be a Top5 Keynote Speaker in Healthcare mainly because of the connection she makes with her audiences. Vicki speaks to a lot of nurse groups - a tough audience, because we demand a lot from a speaker - you have to be pretty good to impress us. She delivered in a big way during National Nurses Week this past year - people are still talking about it!

– Speaking.com voter

The Alexander Speakers Bureau
1-800-622-5630
adminasb@comcast.net