

Healthcare's Engagement Expert

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KEYNOTE
SPEAKER
BULLETIN

ENGAGE,
EMPOWER &
TRANSFORM

Your Next Conference,
Convention or Meeting



LIVE or
VIRTUAL



NHLN
National Healthcare
Leadership Network

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Featured Conference Keynotes

Resilience, Retention & Self-Care for Leaders

Provide nurturing, empathetic support to leaders and employees suffering from the multiple negative side effects of COVID-19 fatigue

You Will Learn How To:

- Provide practical mental and emotional first aid as a powerful tool for kindness and retention
- Enhance your understanding of the suffering of others through empathetic, active listening
- Clarify the priority issue that "keeps you awake at night" and know how to deal with it
- Gain enhanced self mastery through the eight facets of resilience

The Magic of Engagement

You Will Learn How To:

- Implement the single most important best practice to improve the patient experience and engage and empower frontline staff
- Avoid the 2 fatal mistakes about HCAHPS improvement, most hospitals make
- Implement the 4 step staff empowerment formula to improve the patient experience
- Discover the 12 biggest barriers to engaging the frontline to improve the patient experience
- Discover the five "must-have imperatives" to improve the overall patient experience

"Our audience found Brian's presentation to be engaging, energetic, informative, and powerful. The practical tips he shared helped break down more manageable content in order to provide excellent patient healthcare and customer service."

Michelle Mills, CEO, Colorado Rural Health Center, The State Office of Rural Health

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