



HEALTHY **WORKFORCE**  
INSTITUTE®  
**KEYNOTES**

**The healthcare environment is getting more and more complex.**

Increasing demands, decreasing resources, burnout, bullying, and incivility have challenged healthcare leaders now more than ever before.



**Join a growing number of organizations who are on a path toward a healthy workforce!**

# MEET OUR EXPERT SPEAKERS

**Renee Thompson, DNP, RN, CSP**  
CEO & Founder of the Healthy Workforce Institute®



As an international speaker and consultant Dr. Renee Thompson tackles the professional challenges facing healthcare leaders today. With 28 years as a clinical nurse, nurse educator, and nurse executive, Dr. Thompson is a thought leader on creating a healthy workforce by eradicating workplace bullying & incivility. She is in demand as a keynote speaker, hosts an award-winning blog, has won numerous awards, and is the author of several popular books on bullying and professional development.

**Bonnie Artman Fox, BSN, MS, LMFT**  
HWI Consultant & Accredited Leadership Coach



With 25+ years' experience in the healthcare and psychology fields, Bonnie is a speaker, trainer and coach for the Healthy Workforce Institute®. She is a content expert in conflict resolution, emotional intelligence, and in coaching leaders to bring their best selves to the workplace.

**Dr. Mitchell Kusy**  
HWI Consultant & Organizational Psychologist



As a consultant and organizational psychologist, Mitch leverages 25 years of research on toxic personalities eroding the patient experience for the betterment of Healthy Workforce Institute® clients.

**Diane Salter, MSN, RN, CPAN, NE-BC**  
HWI Consultant & Nurse Executive



As a nurse leader and ANA committee member, Diane serves Healthy Workforce Institute® clients as a content expert in the area of eliminating workplace bullying and incivility.

# KEYNOTE PRESENTATIONS

1

## Cultivating a Healthy Workforce by Addressing Disruptive Behaviors

Can you recognize the difference between bullying, incivility, and someone just having a bad day? In this fast-paced and engaging presentation, Dr. Renee Thompson uses research, stories and outcomes to bring awareness to and inspire change around bullying and incivility - and she delivers pragmatic strategies for new and seasoned leaders to roll up their sleeves to get to work!

No matter what your leadership role is on the healthcare team, you will learn the tools, strategies, and gain the confidence to identify disruptive behaviors that undermine a culture of safety, set behavioral expectations with employees, and hold staff accountable for professional behavior. This is a great Keynote to set a baseline for respect.

**“After the Keynote, I was faced with a situation - a classic bully scenario - with some incivility as well. I took a firm stance and termed the bully immediately. The presentation helped me to articulate what I needed to do - with HR’s support - to confront the behaviors in the moment.”**

## Developing Emotional Intelligence: The Secret Sauce for a Resilient Nursing Practice

Now more than ever nurse leaders are stretched to their limits and feel pulled in multiple directions. Yet even with increasing demands, ever notice how some leaders can rise above. How?

They understand the critical role emotional intelligence plays - and make choices that have a positive ripple effect on themselves, their patients, and the entire organization. In short, it is all about building high quality relationships. Did you know that these retain staff, and increase trust, engagement, and performance?

During this upbeat presentation, the audience will learn simple strategies to develop emotional intelligence skills so that they can overcome burnout and stand out in their leadership practice.

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## From Dr. Hyde to Dr. Jekyll: Provider's Role in Addressing Disruptive Behaviors

If you were about to make a mistake, would you want someone to call you on it or stay silent because no one wanted to be the target of your wrath? What if that mistake was going to happen to your mother, husband, or child?

Honest and respectful communication among clinical teams is central to safe care. When team members feel unable to speak up due to negative consequences, care will be compromised.

As an organizational psychologist and 2005 Fulbright Scholar in Organization Development, Dr. Mitch Kusy will help healthcare leaders identify what behaviors undermine a culture of safety. Takeaways will include key strategies to strengthen collegial relationships between the physicians and nurses; improve overall communication, and most importantly, hardwire it so any incidence of disruptive behaviors are immediately addressed and professionalism becomes the new norm.

***“We gained such great value after the programs and are better able to be self reflective and aware. Because we have the tools and scripts to manage through those difficult conversations, we holding staff and each other accountable more consistently.”***

- Jayne Rose, CNO, East Liverpool Hospital

## Celebrate Nursing: Human By Birth – Hero By Choice

Nurses are heroes by choice. They are willing to put others' needs ahead of their own. But, with all heroes, there are villains around the corner who actively try to take away their powers. The most common nurse 'villains' are ignorance, judgments, and bullying – and they drain nurses of their superpowers.

Don't fear! There are ways to STRENGTHEN nurses and honor their heroic powers! Knowledge, compassion, a positive attitude and moral courage are the antidote - and these behaviors elevate practice and amplify heroics.

This uplifting presentation is a perfect way to kick-start or end a conference, celebrate nurses during Nurses Week, Certified Nurses Day, or provide a healthy dose of inspiration for nurses who are struggling with morale and burnout.

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## From Exhausted To Extraordinary: Strategies To Reverse Nurse Fatigue

A nurse's role requires patience, clinical expertise, and the ability to create a healing environment for patients. And, with so many competing demands nowadays, this committed care can lead to great stress and, over time, stress leads to fatigue, burnout, and *EXHAUSTION*. The good news is that despite the increasing demands, nurses *CAN* go from exhausted to *EXTRAORDINARY*. This keynote presentation provides pragmatic ways we can help our nurses combat chronic stress, reduce work-related fatigue, and increase mental, emotional and physical energy.

**“What a phenomenal presentation! Your ability to deliver a powerful presentation, in a meaningful and “fun” way, was one of the most well received (myself included) presentations I have had the privilege of being part of in a long time! Frontline staff nurses walked out hugging me, saying “Thank you for inviting me to be a part of this”. Wow!!!”**

- Kathy Harley VP/CNO Surgical & Procedural Services  
Heritage Valley Health System

**“This Keynote provided excellent content and take away strategies. It was a big hit! I honestly can't remember such rave reviews from any other keynote presenter for our conference.”**

- Mary Ann Allen, MSN, RN-BC, Coordinator  
Center for Health Professions Lifelong Learning, University of Southern Indiana

**“Her inspiring message has helped us spread the word on the importance of civility in the workplace.”**

- Laura Miller, Managing Consultant  
NICU Training Institute, March of Dimes

**Hundreds of keynote presentations** delivered to healthcare organizations, academic institutions, professional nursing organizations, and associations.

# Imagine...

... if healthcare teams went out of their way to support each other  
... if STAFF always communicated in a respectful manner  
... if recruitment and retention strategies disappear because teams and individuals came and STAYED because they felt so supported by their healthcare team.

# It's possible.

After all, the way we treat each other SHOULD be just as important as the care we provide.

Join a growing number of organizations who are on a path toward a healthy workforce!

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