



2012 Amerinet Member Conference
May 15-18, 2012
Rio All-Suite Hotel and Casino, Las Vegas, Nev.

Track: Professional Development
Day: Thursday
Date: 5/17/12
Slot: 2
Time: 10:45am-12:15pm
CE Contact Hours: 1.5

Title: Wag More, Bark Less - Reducing Negativity in Your Healthcare Facility

Primacy Audience: All Conference Attendees

CE awarded:	Material Management	ISM
	Executives	ACHE II
	Nursing Home Administrators	NCERS/NAB
	Pharmacy	ACPE-P
	Pharmacy Technician	ACPE-T
	Nursing	ANCC
	Laboratory	P.A.C.E./CMLE/ California
	Dietary Managers	CBDM
	Dietitians	CDR
	Culinary (Chef)	ACF
	Radiology	ASRT

Description: Deal with difficult people? Spend most of your day handling personality conflicts among staff or colleagues? Explore 14 different ways people express negativity and learn a tip for dealing with each one. You'll learn effective skills on handling a broad spectrum of negative personality styles - and see how you can adjust your own attitude to help stay positive and improve organizational excellence! Receive tips on exactly what to say to whom, so you can go back to your healthcare facility and do something different immediately. After participating in this program attendees, on average, said their ability to handle negative situations in the workplace improved 28%.

Objectives:

1. Identify the effects of negativity on yourself and your organization
2. Outline 14 negative roles and a tip for dealing with each one
3. List 40 additional solutions for overcoming negativity

Learning Objectives for Pharmacy Technicians:

1. Identify the effects of negativity on yourself and your organization

Speaker: Karen E. Purves, M.A.

Want your meeting attendees to say "I didn't want the session to end"? Does your audience think they've seen and heard it all? Karen's inspiring, entertaining and funny approach connecting science with emotion, has built a solid client base through results-oriented programs.

Karen frequently speaks to standing room only crowds, including previously at Amerinet, co-creating interactive presentations weaving audience involvement with relevant content.

In addition to being described as “one of the best” or “favorite” speakers of entire conferences dozens of times, other attendee comments include: “Refreshingly honest”, “contagiously enthusiastic”, “attention grabber and keeper”, “breath of fresh air” and giving “real answers to real life”.

Karen combines a Bachelor’s Degree in Business, Master’s Degree in Environmental Public Policy and over 20 years business experience along with extensive training at “The Second City” leave audiences feeling energized, inspired and empowered. Karen also has the rare distinction of being a 3-time game show winner!

Throughout the US, Canada, Europe and Asia - from Fortune 100 companies to associations and government - Karen guarantees that attendees will receive useful material, in an engaging way, and practical tools to implement immediately for success!