Professional Paradise

Vicki Hess: Your Passport to Professional Paradise

Vicki Hess, RN, MS, Certified Speaking Professional, is an Escape Artist. She helps individuals and organizations escape from Professional Prison and find Professional Paradise. 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. Combining a systemic approach for addressing the underlying drivers of performance with a proprietary technique for tackling everyday workplace challenges, Professional Paradise leads to personal accountability for engagement, execution, results and job satisfaction.

Why are people calling Vicki Hess the most dynamic speaker in healthcare today?

Content that gets results. In today’s healthcare climate, Professional Paradise is no longer an option – it’s a requirement. A synergistic approach that permeates an organization’s culture, Professional Paradise enables healthcare organizations to:

- Partner with employees to develop an emotional commitment that drives discretionary effort;
- Increase patient satisfaction and other key metrics;
- Achieve remarkable results and a lasting, positive impact on the bottom line.

An original message you won’t hear anywhere else.

A published author (SHIFT to Professional Paradise, CornerStone 2008), 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.

Using key strategies, she shared in The Nurse Manager’s Guide to Hiring, Firing & Inspiring (Sigma Theta Tau International 2010), Vicki works with healthcare managers to improve employee engagement and department outcomes.

Vicki knows healthcare. An expert in employee engagement, team dynamics and leadership development, she has more than 25 years of hands-on business experience with 10 of those years in healthcare. Vicki cut her teeth as a floor nurse at a community teaching hospital. Later, as the manager of training and development for LifeBridge Health, she was responsible for non-clinical employee training, team building, customer service and leadership development for 6,000 employees in four locations. Since starting her business in 2001, she’s worked with healthcare facilities, organizations and associations nationwide. As a result, Vicki understands the issues and challenges healthcare workers and leaders face every day...she speaks your language.

Vicki has unfortunately experienced healthcare from the other side as well. In 2008, she was diagnosed with stage one ovarian cancer. Surgery, four months of chemotherapy and a surgical mistake that led to a repeat hospital stay and multiple additional procedures and surgeries have given her a perspective on healthcare that few speakers can share. Her time as a patient provided real-world stories and fresh insights that make her healthcare presentations truly one of a kind. (Vicki’s prognosis is now excellent.)

Sessions as entertaining as they are enlightening.

Vicki’s high-energy presentations, often cited as “the highlight of the conference,” are:

- Meaningful – utilizing adult learning principles and memory cues to create a HabitSHIFT;
- Thought provoking – introducing innovative concepts that challenge conventional thinking and create a KnowledgeSHIFT;
- Action oriented – packed with tangible tools and takeaways that lead to an ActionSHIFT;
- 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.

“A true category of one.” That’s how participants describe Vicki and her one-of-a-kind presentations. Audiences also frequently praise the practicality and usability of her content as well as her refreshing and dynamic style.
SHIFT to Professional Paradise: Navigating the Twists and Turns of Healthcare Today

Doctors, nurses and other healthcare employees can’t necessarily change the state of healthcare today, but they can change their state of mind about working in healthcare. Many healthcare employees are waiting for their boss, organization, coworkers or patients 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, participants will be able to:

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

Leading Your Healthcare Organization to Professional Paradise and Beyond

Would most healthcare 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 healthcare team in learning how to escape from stressed to satisfied, pooped to productive and stuck to soaring

Working With Bullies, Babies & Brats

Got cranky patients? Cantankerous coworkers? Unresolved workplace conflicts and interpersonal disconnects lead to increased stress for employees and cost businesses billions of dollars each year in lost productivity. Can healthcare providers work with difficult people and still work in Professional Paradise? Absolutely! This session will teach participants how to use ConnectionSHIFT™ to resolve conflicts and work effectively with all kinds of people.

Navigating the White Waters of Change: Will You Sink or SHIFT?

Keeping up with the pace of change in healthcare can seem like an adventure on Class V rapids. What will happen the next time new technology is introduced or new regulations require more paperwork? Will people be able to enjoy the ride? Learn how to implement the proprietary SHIFT™ technique to maintain control, create energizing solutions and master the art of change management.

SHIFT, Rattle & Roll: 10 Tangible Tips to Boost Your Energy at Work

People who work in Professional Paradise are chock full of energy and bring renewed passion and purpose to work each day. More energy leads to higher employee and patient satisfaction. Participants will literally rock and roll during this presentation (and back at work) as they learn ten strategies for boosting energy and rekindling their passion for work.

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

For me, turning the POWs to WOWs. As the unit charge nurse my day is filled with POWs from patients, visitors, doctors, admitting, etc. and your “WOW” philosophy has enabled me to look for the good in all situations. I am hopeful that my change in attitude is having a positive effect on our patient and staff satisfaction. – Deb Swanner, RN, BSN, CMSR
Unit Charge Nurse, Anne Arundel Medical Center
Ever hired a speaker that sentenced you to Professional Prison?

Vicki Hess, RN, CSP, is your Passport to Professional Paradise!

- Vicki is a Certified Speaking Professional (CSP), the speaking profession’s international standard for platform skill. Fewer than 10 percent of all professional speakers worldwide have completed the five-year process for CSP designation.

- Vicki makes you look good. She is an expert in her field and author of SHIFT to Professional Paradise: 5 Steps to Less Stress, More Energy & Remarkable Results at Work (CornerStone 2008) and The Nurse Manager’s Guide to Hiring, Firing & Inspiring (Sigma Theta Tau International 2010).

- Vicki makes a difference! Her fresh, original strategies, techniques and delivery style leave a lasting, positive impact on participants (who frequently ask to have her back).

- Vicki consistently outperforms other speakers at major national conferences, earning scores of 3.7–3.9 on a 4.0 scale.

- Vicki is easy to work with, customizing her presentation to fit your conference theme, objectives and attendees’ challenges and concerns.

- Vicki maximizes your investment with program packages that include a keynote presentation followed by a breakout session. She is also available for book signings.

- Vicki doesn’t sell from the platform.

- Vicki extends participant learning long after the session is over with value-added participant materials, complimentary web-based resources and free Paradise Prompt touch points sent after the session that provide tips and techniques to help attendees apply concepts back on the job.

Invite Vicki Hess to open or close your next conference or meeting.

Then kick back, relax and let Vicki take you to Professional Paradise!

Nurse leaders have the toughest job in the world. In the midst of countless other responsibilities they must hire the right people, get them engaged and aligned, and move low performers up or out. Vicki Hess understands that when leaders get this part of the job right, many other problems resolve themselves. Her book makes their lives easier. The Nurse Manager’s Guide to Hiring, Firing & Inspiring lays out a practical, workable system for building the kind of team that gets excellent results – over and over again.

- Quint Studer, CEO of Studer Group
Author of Straight A Leadership: Alignment, Action, Accountability
**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. Notable organizations that have sought Vicki’s expertise include Johns Hopkins Health System, American Healthcare Association, CareFirst, BlueCross BlueShield and healthcare facilities nationwide.

A highly-regarded speaker, author, facilitator and consultant, Vicki is a registered nurse and 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. She also has more than a decade of experience in the healthcare industry.

Vicki is a Certified Speaking Professional (CSP), the speaking profession’s international standard for platform skill. (Fewer than 10 percent of all professional speakers worldwide have completed the five-year process for CSP designation by the National Speakers Association.) She holds a Master’s Degree in Human Resource Development from Towson University and was an adjunct professor at The Johns Hopkins University Graduate School of Business for five years, teaching “Principles of Training and Development.”

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. When life threw her a sucker punch in 2008 and she was diagnosed with stage one ovarian cancer, she used her own strategies and techniques to prove that we can shift and find authentic joy at work and in life, no matter what comes our way. (After surgery and chemotherapy, Vicki’s prognosis is now excellent.)

Vicki is the author of SHIFT to Professional Paradise: 5 Steps to Less Stress, More Energy & Remarkable Results at Work (CornerStone Leadership) 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.
Healthcare facilities, organizations and associations nationwide – as well as major corporations, industry associations, government agencies and educational institutions – look to Vicki to help them find Professional Paradise. A partial list of clients includes:

Healthcare Organizations
- American Association of Tissue Banks
- American College of Cardiology
- American Health Care Association
- American Physical Therapy Association
- American Society for Healthcare Human Resources Administration (ASHHRA)
- Association of Women’s Health, Obstetric & Neonatal Nurses (AWHONN)
- Bon Secours Hospital
- Doctor’s Community Hospital
- Good Samaritan Hospital
- Health Central Hospital
- Healthways
- Johns Hopkins Health System
- Maryland Nurses Association
- Medical Center of Arlington
- Michigan Healthcare HR Association
- National Federation of Licensed Practical Nurses
- Northwest Hospital Center
- Nursing Spectrum
- Oklahoma Nurses Association
- Pinnacle Health
- Sinai Hospital of Baltimore
- St. Joseph Medical Center
- Texas Health Resources
- Union Memorial Hospital
- Washington State HHRA

Corporations and Associations
- Allegis Group
- Booz Allen Hamilton
- Calico Corners
- CareFirst BlueCross BlueShield
- Catholic Charities
- Comcast Cable
- Four Seasons Hotel & Resorts
- Geeks on Call
- Independent Power Human Resources Association
- Loyola College of Maryland
- Management Recruiters International
- Meeting Professionals International (MPI) Potomac Chapter
- Northrop Grumman
- Piper Rudnick LLP
- Social Security Administration
- Society for Human Resource Management (SHRM)
- United Way

Vicki’s SHIFT to Professional Paradise was one of the best leadership development training sessions we have ever done! Vicki’s book caught the eye and interest of our CEO, and we invited her to present her program at one of our sessions. The leadership team was very impressed with her down-to-earth strategies and we’ve implemented several of her techniques among their staff with very positive results.

- Judi Williams, RN, MHA, NE-BC, Director of Organizational Development, Magnet Program Director, Medical Center of Arlington