Content that gets results. In today's business and economic climate, Professional Paradise is no longer an option – it's a requirement. Rick Bush, Unit Manager for Citigroup, says, “I use Vicki's Professional Paradise strategies to improve attitudes on my team, which has improved all their other metrics as well.” 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.

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.

Vicki knows Human Resources! 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.

Sessions as entertaining as they are enlightening. Vicki’s high-energy presentations, often cited as “the highlight of the conference,” are:

- Interactive – involving partnered and small group work, even with large audiences;
- Introspective – focusing on the individual’s beliefs, mindset, behaviors and actions;
- 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;
- Meaningful – utilizing adult learning principles and memory cues to create a HabitSHIFT;
- Engaging – using humor, music and storytelling to keep audiences riveted and win over even the biggest skeptics.

“A true category of one.” That's how participants describe Vicki and her one-of-a-kind presentations. Audiences also praise the practicality and usability of her content as well as her refreshing and dynamic style.

- SHRM National Conference Attendee

I learned more in this 8-hour program than I have in 8 months on my job. – Charmaine Jackson, HR Administrator, AIT

The presentation provided by Vicki Hess not only imparted new information, but more importantly, left a deep impact on feelings, values and motivations that made a lasting change in behaviors. – George Casey, Ph.D., Assistant VP for Human Resources, Loyola College of Maryland
Leading Your Organization to Professional Paradise and Beyond

Would 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, HR professionals play a crucial role in supporting employees and leaders to create their own Professional Paradise. This presentation provides HR audiences 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 in learning how to escape from stressed to satisfied, pooped to productive and stuck to soaring

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, participants will be able to:

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

Who wouldn’t want to work in Professional Paradise?

RelationSHIFT™: Becoming a Credible HR Activist

A key competency for HR professionals today is becoming a “credible activist.” Do you have all the necessary skills and tools to build trust, effectively share information, deliver results with integrity and “do HR with attitude”? This interactive session will challenge your thinking about key relationships in the organization and provide proven communication and relationship-building techniques. HR participants will:

❖ Identify their beliefs about credibility, activism and relationships, and learn to leverage them to positively influence daily actions and outcomes
❖ Benchmark other highly successful HR executives and learn directly from them (via video) as they share strategic and tactical advice for becoming a credible activist
❖ Craft specific actions to more effectively advocate for employee, leadership and HR “causes” in order to achieve remarkable results

Working With Bullies, Babies & Brats

Got cranky customers? 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 we work with difficult people and still work in Professional Paradise? Absolutely! Takeaways from this session include:

❖ Understanding when workplace conflict is productive and when it’s harmful
❖ Identifying workplace bullies, babies and brats by their key behaviors
❖ Using ConnectionSHIFT™ to resolve conflicts and work effectively with all kinds of people

Vicki’s Other HR Topics:

❖ Navigating the White Waters of Change: Will You Sink or SHIFT?
❖ Six Strategies for Getting a Seat at the Executive Table
❖ SHIFT, Rattle & Roll: Ten Tangible Tips to Boost Your Energy at Work

(Visit www.VickiHess.com for more information)
Ever hire a speaker that sentenced you to Professional Prison?

Vicki Hess, 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).

- **Vicki guarantees** – yes, guarantees – **her presentations.** (Ask for details when you book your date.)

- **Vicki is memorable...for all the right reasons!** 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!_

Vicki knows what she is talking about! She used specific, real-life examples in the program. Very refreshing!

- Cathi Arshad, Nurse Manager, St. Agnes HealthCare

Vicki continues to ‘Wow’ our attendees and keep them on the edge of their seats. She’s done such a great job that we have her coming back for the third year in a row!

- Brian Sands, Maryland SHRM State Conference Co-Chair
Vicki Hess, CSP, RN, MS 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 Booz Allen Hamilton, Four Seasons Hotels, Piper Rudnick LLP and CareFirst BlueCross BlueShield and healthcare facilities nationwide.

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 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 and the 28-Day Diary Series™ – a collection of innovative workbooks which transform readers through long-term habit change. She is also a regular contributor to the Baltimore Business Journal.

Vicki’s husband, two almost grown sons and dog Gabby are the source of much of her joy and humor.
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)
- American Society for Training & Development (ASTD)
- Independent Power Human Resources Association
- Management Recruiters International
- National Nursing Staff Development Organization
- Wisconsin Society of Healthcare Human Resources Administration
- Society for Human Resource Management (SHRM)
  - Annual Conference & Exposition
  - Diversity Conference & Exposition
  - Staffing Management Conference
  - Garden State Council
  - Maryland State Council
  - Tri-State Council
  - Virginia State Council
  - Various regional SHRM associations

**Corporations and Associations**
- Allegis Group
- Booz Allen Hamilton
- Calico Corners
- CareFirst BlueCross BlueShield
- Catholic Charities
- Cellular One
- Comcast Cable
- Dataprise, Inc.
- Four Seasons Hotel & Resorts
- Geeks on Call
- Johns Hopkins Hospital
- Loyola College of Maryland
- Meeting Professionals International (MPI) Potomac Chapter
- National Council for Higher Education
- Northrop Grumman
- Piper Rudnick LLP
- 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

*Ms. Hess is an excellent speaker – entertaining, articulate and right on point. She gave us the tools to handle various workplace situations.* Best session so far!
  - SHRM Diversity Conference Attendee