

MAKING SUPERIOR PATIENT ENGAGEMENT
THE FABRIC OF YOUR ORGANIZATION
THROUGH
EMOTIONAL INTELLIGENCE TOOLS AND TRAINING



*EMOTIONAL INTELLIGENCE
TRAINING
FOR HEALTHCARE*

LEVEL II: Two Days

This advanced learning and skills practice is held on two consecutive days or two one-day sessions. In addition to the **one-day** training focus:

- Discover the difference between 2-Star and 4-Star hospitals.
- Learn how to focus everyone on passionate patient care delivery.
- Practice high emotional intelligence responses to scenarios that challenge us the most.
- Master the emotions that negatively influence your decisions and actions.
- Tune-in to emotions before and during conflicts so they can be resolved without negative incident.
- Learn about positive and negative emotional attractors and their importance in healthcare delivery.
- Understand the importance of mindfulness in your daily patient care delivery.

ATTENDEES: Executive-level staff, physicians, nurses, high-potential leaders, front-line staff.

ASSESSMENT TOOL: Emotional Intelligence 360.

Tell a friend!

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