



## MHEI WEBINAR OFFERING: WHEN PEOPLE DON'T CLICK: HOW PERSONAL STYLE AFFECTS PERFORMANCE

Thursday, August 5, 2010 / 10:00-11:00 AM EDT

How people perceive and then organize information determines the basis of how each of us respond, react, and interact with others. This is a critical factor in team interaction. The program addresses ways to identify perceptual and organizational styles. Concrete, Abstract, Sequential, and Global styles are reviewed. Learn the general characteristics as well as the management styles and employee characteristics associated with each and what you can expect from each style. Who's good in an emergency? Who will dig in and research the information you need? Who's a natural facilitator? Who's detail oriented? Who's resistant to change?

### Program Topics:

- Dignity and respect principles as they relate to personal style
- Style as a character from the original Star Trek series with strengths and needs applicable to staff
- Overview of how personal style affects motivation, teamwork, trust, evaluations, and disciplinary action

### Objectives:

- Explain how people process information in different ways
- List the 4 perceptual/organizational styles
- Identify style element factors in performance, team balance, and work areas

**Faculty: Gail Pursell Elliott, Innovations Training**, has over 20 years experience in middle and upper management in the health and human services industry. Gail is the founder of Innovations "Training with a Can-Do Attitude". She is also the co-author of the book "Mobbing: Emotional Abuse In the American Workplace," the first book addressing this subject to appear in the United States. **The speaker has no real or perceived conflicts of interest that relate to this presentation and there will be no discussion of unlabeled uses of drugs/devices.**

**Target Audience:** COO, CNO, Hospital Leadership, Nursing Leadership, HR Director, Department/Unit Management, Nursing Home Administrators



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Prior to the event, you will receive a file with the link to the webinar, call-in (bridge) phone number, and link to the handout. You are encouraged to make enough copies of the handout for all the participants at your hospital. If you have not received an e-mail with instructions via the e-mail you provided on the registration form or if you are unable to download or open presentation materials, at least three (3) business days prior to the event, please contact Mary Hofbauer Brown at 410.796.6204 or via e-mail to mhbrown@mhaonline.org.

Substitution, Transfer and Cancellation Policy

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Registration Fee \$150 per Webinar/Session for MHEI members; \$250 for non-members
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