



WEBINAR:

STRESS IS A MESS: PREVENTING STRESS AND MAXIMIZING RESULTS

Tuesday, September 21, 2010/10:00-11:30 AM EDT

The higher your stress level, the lower your effectiveness level. Stress is a MESS! You encounter stressful events throughout the day. How you manage them determines your success. The healthcare workplace has more potential for stress than ever before. It is time for you to get in control. If you are burned-out you will be little use to yourself or others. Avoid the arsonist activities that will burn you down. You do not have to be helpless. You can reverse the stress.

This workshop will give you proven techniques to prevent and manage stress. The strategies are work-focused and relate to everyday situations you face. This session will give you the "how to's" you can use NOW!

Program Topics:

Why Is Stress So Damaging?

- Immediate Impact on You
- Take a Quick Stress Test
- Identify Stressors and Get Control
- Dealing with Five Stages of Stress in the Workplace

Stop Workplace Stressors

- People, Patients, and Pains
- Distractions, Disruptions and Interruptions
- Eliminate Clutter
- Re-arrange your Work Space/Environment
- Get to the Finish Line

Symptoms and Solutions for the Severely Stressed

- Recognize Warning Signals
- Burn-out Prevention
- Stress Reduction Strategies
- Develop a Supportive, Positive Network
- Quick Action Tips You Can Do Now!

Objectives:

- Identify stressors and minimize their impact.
- Discuss ways to eliminate stressors and prevent burn-out.
- Describe strategies to create a positive work environment that has less stress

Target Audience: COOs, CNOs, nursing leadership, hospital leadership, department heads, JCAHO coordinators, safety officer and staff, performance improvement staff, risk managers, those interested in management, professional staff nurses, nursing home administrators

Faculty: Lou Benson, PhD, CEO, Health and Palliative Services, a large three-county hospice in Florida. Previously he was President of The Benson Group, a consulting firm specializing in healthcare. Lou brings practical, real work solutions to his audiences. He has delivered thousands of seminars and workshop to healthcare professionals across the country.



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MAXIMIZING RESULTS [1047 T2614]**

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You should register at least five (5) business days prior to the event to ensure optimal processing of conference materials. To register, please submit the attached registration form. **Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.**

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

Refunds, minus a \$25 processing fee, will be granted if requests are received by MHEI at least 5 business days prior to the program. No refunds will be issued after that date. Substitutions, however, are permitted.

BEGINNING SEPTEMBER 1, 2010, REGISTRATION FEES FOR WEBINARS WILL CHANGE:

Registration Fee \$175 per Webinar/Session for MHEI members; \$300 for non-members

Registration fee covers one or multiple participants at one location (**one connection per registration**) and includes one set of instructional materials/handouts. Advance registration is required to ensure delivery of instructional materials. Upon receipt, additional handouts can be copied.

Without payment (via check or credit card), your registration cannot be processed, and you will not receive connection instructions.

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Return Registration Form and Payment to:

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