

Mastering Civility: Building Positive Relationships Within Your Organization

Program Overview

Civility is a hot topic in healthcare as leaders and organizations strive to create respectful, thriving work environments to provide high-quality patient care. A civil workplace improves employee engagement, retention and patient satisfaction. In this session, we will explore the research and work of Dr. Christine Porath, author of *Mastering Civility: A Manifesto for the Workplace* and co-author of *The Cost of Bad Behavior* and identify specific strategies to leverage positive relationships within your organization. We will also hear from a panel of healthcare leaders who are working on civility initiatives in their hospitals.

Program Objectives

1. Identify costs of incivility and benefits of civility in your organization
2. Describe at least three actions leaders can take to build more civil cultures
3. Examine and apply techniques to address uncivil behaviors and build positive relationships

About the Speaker

Lyndley O'Dell, MS is a healthcare human resources professional with experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has experience partnering with healthcare leaders and guiding them through challenging situations as well as managing an HR team. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results.



DATE/TIME

Tuesday, August 11, 2020

8:30 AM – 12:00 PM

Registration and Continental Breakfast begin at 8:00 AM

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

FREE to all current MHEI members (must register online)

Non-Member: \$249

REGISTER

To register, please visit MHEI.org.
Questions? Contact Kelly Yost,
Manager of Programs & Membership: 410.796.6239
kyost@mhei.org

WHO SHOULD ATTEND?

- Nurse Managers and Leaders
- Clinical & Non-Clinical Leaders, including Team Leaders, Supervisors, & Coordinators



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