



# Webinar: Reducing Negative Employee Attitudes in the Workplace to Dramatically Improve Resident Care (#W2001)

1.25 NAB CEU's Available

Presented by Edward Leigh

When: Tuesday, January 21, 2020

Time: 10:00 AM – 11:15 AM CST

Cost: \$55 Member / \$110 Non-Member

## Presentation Objectives

1. Describe the destructive impact of negative attitudes in the workplace.
2. Analyze the primary causes of negative attitudes to avoid the behaviors from starting.
3. Apply methods of professionally and tactfully handling negative attitudes.

## Presentation Description

Negative attitudes in the workplace are like computer viruses -- they damage everything in their path. Computers need protection and so do workplaces! If these attitudes are not stopped, the results are devastating, such as intense conflict, reduced morale and decreased productivity. You will learn practical, research-based ways to turn those negative attitudes into positive mindsets. This session will focus on two key areas: preventing negative attitudes from beginning in the first place and sensitively handling negative attitudes among employees once they surface in the workplace. Avoiding and enabling employees with negative attitudes only escalates the situation. Now is the time to manage these attitudes to create high-performing healthcare environments.

## Presenter Bio

Edward Leigh focuses on creating high-performing long-term care environments, primarily focusing on effective communication between employees and with residents / patients. He has been working in the long-term care field for 20 plus years. He also works with rehab centers, hospitals, healthcare associations, medical practices, government organizations and universities. He has a master's degree in health education and recently completed the soon-to-be-published book, *Engaging Your Patients*. He has also written hundreds of articles for various healthcare publications. His expertise put him in the national spotlight through interviews on The Today Show, MSNBC News, The Discovery Channel and can currently be seen on The Oprah Winfrey Network. He has been interviewed by Katie Couric and Montel Williams.

**CEU's:** This program will be submitted for approval for 1.25 total participant hours by NAB/NCERS. Only those attending the entire call will be awarded education credit. Only one person may receive CE credit per registration.

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