WILL ▶

TRAINING CATALOG

2023

Hundreds of topics to explore
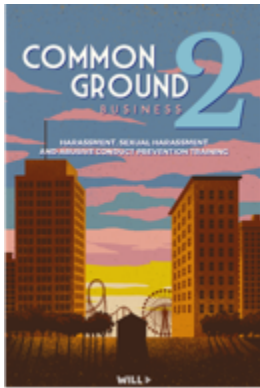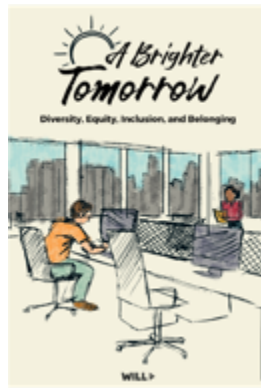
Table of Contents

WILL Training Programs

CURRENT OFFERINGS

Harassment, Sexual Harassment and Abusive Conduct Prevention

Diversity, Equity, Inclusion, and Belonging
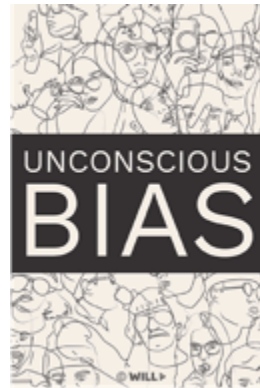
Bias and Diversity

Bystander Intervention

Essential Professional Soft Skills

Active Threat Response Training

Emotional Life Skills Training
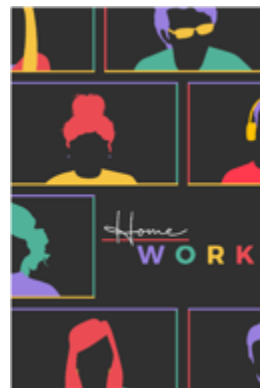
Remoting Resilience

Surviving Generation Gaps
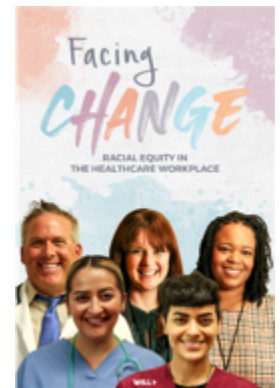
Racial Equity in Healthcare

Harassment, Sexual Harassment and Abusive Conduct Prevention

Preventing Adverse Drug Events

Healthcare Associated Infection Prevention
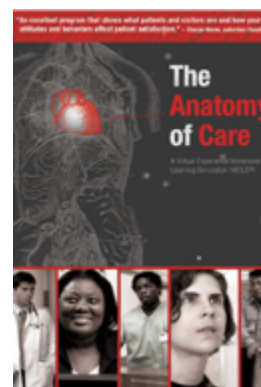
Customer Service and Patient Satisfaction in Healthcare

Burnout, Stress, and Trauma Prevention in Healthcare

FEATURES OF WILL TRAINING

- **Engaging**
  - Live-action video
  - Choose Your Own Journey style branching narratives
  - Design
- **Effective**
  - Methodology
  - Interactive checks on learning
  - Based on real events
- **Easy-to-Use**
  - Intuitive Instructional Design
  - Works on any LMS
  - Easily fielded
- Comes in Multiple Languages
- Customizable to fit company policies and branding

Harassment, Sexual Harassment, and Abusive Conduct Prevention

COMMON GROUND BUSINESS: YEAR 1, COMMON GROUND BUSINESS: YEAR 2, and COMMON GROUND HEALTHCARE

SEAT TIMES

VERSION	EMPLOYEE	SUPERVISOR
U.S.	30	60
CA	60	120
IL	60	120
NY	45	75
CT	120	120
ME	40	70
DE	40	70
WA	40	70
Canada	45	60

TRAINING TOPICS
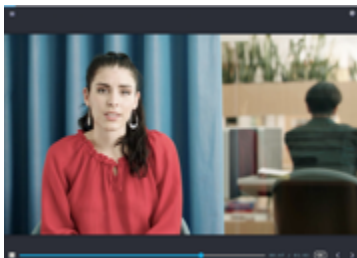
What is Sexual Harassment?
- Define sexual harassment
- Illegality of sexual harassment
- Equal Opportunity Commission (EEOC), harassment, and discrimination
- Types of sexual harassment
  - Hostile, or poisoned, work environment defined
  - Quid pro quo harassment defined
- Technology and sexual harassment

- Examples of online harassment
- Using email, digital platforms, social media, and personal devices and accounts

Hostile Work Environment
- Hostile work environment defined
- Reasonable person standard
- Verbal, visual, and physical harassment defined
  - Examples of verbal, visual, and physical harassment

Quid Pro Quo
- Quid pro quo harassment defined
- Who can be involved in sexual harassment?
- Examples of quid pro quo harassment
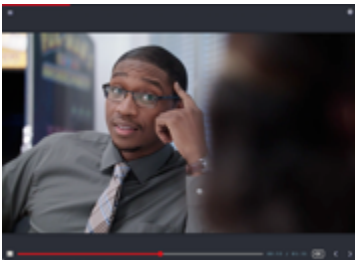
Complaints & Responsibilities
- What are an employee's responsibilities?
- Responsibilities of third parties (bystanders, witnesses)
- Complaint procedures and confidentiality
- Illegality of retaliation
- Retaliation and protected activities

Investigations, Liability, & Remedies
- Employer liability
- Supervisor responsibility
- Remedies, or awards
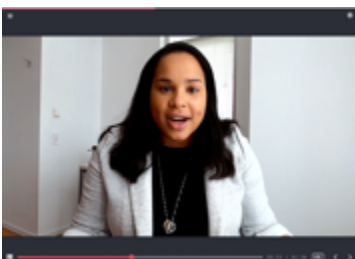
Abusive Conduct
- Abusive conduct defined
- Examples of bullying
- Facts about bullying
- Abusive conduct vs. bullying
- Negative impacts of bullying

Prevention

- Who is protected against harassment?
- Identifying sexual harassment and abusive conduct
- Direct and indirect costs
- Prevention and best practices
    - Sexual harassment policy
    - Supervisors and their role in training
    - Promoting a professional work environment
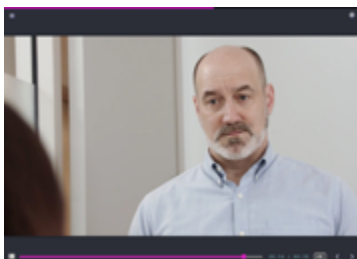
Reporting

- Harassment and reporting data
- Worker rights
- Employer responsibility
- Investigation process
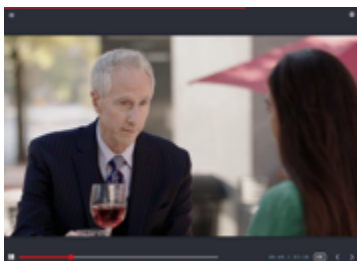
Non-retaliation

- Retaliation defined
    - Facts about retaliation
    - Illegality of retaliation
- Adverse actions defined
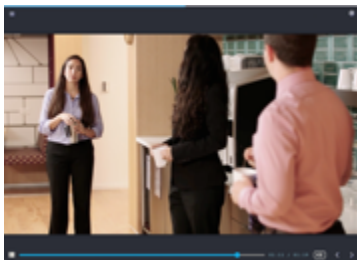   - Examples of adverse actions
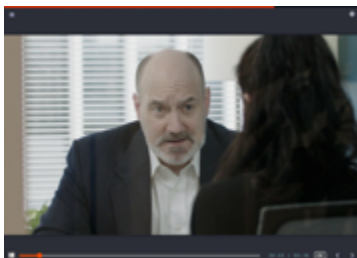
Receiving Complaints

- Supervisor responsibility
- Complaint procedures
    - Confidentiality
    - Recommended practices for documenting complaints
- Facts about non-retaliation
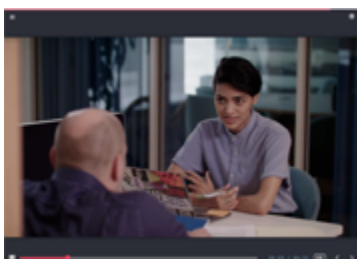
Investigations & Resolutions

- What to do if you are accused?
- Supervisor's role during investigation
    - Recommended practices for investigating harassment
- Resolutions
    - The termination process

Diversity, Equity, Inclusion, and Belonging

A NEW DAY and A BRIGHTER TOMORROW

SEAT TIMES

SEASON/VERSION	LENGTH
Introduction	30 minutes
Season 1	56 minutes
Season 2	59 minutes
Season 3	1 hour, 10 minutes
Demo	6 minutes, 53 seconds

A NEW DAY TRAINING TOPICS

Introduction

Introduction to DEI&B
- Understanding the basic concepts and importance of DEI&B in the workplace
- The stress of being an "only" at work
- Diverse employees' unique perspectives and contributions
- Confronting nepotism and bias in hiring
- The relationship between belonging and productivity
- Retaining diverse talent
- Managing a diverse workforce
- Having difficult conversations around sexuality, race and identity
- Legal protections for abuse and discrimination

A BRIGHTER TOMORROW TRAINING TOPICS

Season 1

Episode 1: "Intention/Impact and Sexual Orientation"
- Intention vs Impact
- LGBTQ Work Experiences
- Assumptions

Episode 2: "Unconscious Bias"
- Unconscious biases
- What should you do if someone points out your unconscious bias?

Episode 3: "Neurodiversity and Respecting Differences"
- Neurodiversity
- Invisible Disabilities

Episode 4: "Generational Diversity"
- Generational Differences & Learning to Find Commonality
- Addressing Inappropriate Jokes at Work
- Appreciating Your Older and Younger Coworkers

Episode 5: "Empathy and Respect"
- What is Empathy?
- Ways to show respect in the workplace

Season 2

Episode 1: "Allyship and Gender Identity"
- What is Gender Identity
  - Cisgender and Transgender
- What is allyship?
  - Why is it important?
  - How to be an ally?
- Appropriate and Inappropriate Behavior

Episode 2: "Respecting Cultural Diversity"
- Religious Differences

Episode 3: "Microaggressions"
- Understanding and addressing microaggressions

Episode 4: "Bystander Intervention"
- What is a bystander?
  - How to be a good bystander.
- What is a upstanding

- What to do when no one speaks up or reacts to a microaggression or offensive behavior

Episode 5: "Recognizing Privilege"
- What is Privilege?
  - How does it correlate with racism
- How Does Privilege Appear in the Workplace?

Season 3

Episode 1: "Disability Awareness and Belonging"
- Creating A Sense of Belonging
- Disability Awareness

Episode 2: "Psychological Safety"
- Credentialing
- Leadership
  - Being an empathetic leader
- DE&I Success with Leadership Buy In

Episode 3: "Active Listening for Inclusion"
- Importance of Listening
  - Six Steps of Active Listening

Episode 4: "Disrupting Racial Bias"
- Legal protections for abuse and discrimination
  - Speaking up

Episode 5: "Building Diverse Teams"
- Confronting nepotism and bias in promotions
- Nepotism Vs. Networking
- Enriching your workplace culture

Episode 6: "Inclusive Leadership"
- Equity Vs. Equality
- Creating New Leaders

ADDITIONAL TEACHINGS
- Being spoken over in meetings
- Having difficult conversations around sexuality, race, and gender identity
- Legal protections for abuse and discrimination

BENEFITS OF DEI&B TRAINING
- An appreciation of difference
- Improved collaboration
- Higher employee engagement
- Increased productivity
- Unbiased hiring and promotions
- Increased retention
- Reduced loneliness or alienation at work
- Protection from discrimination
- Fewer harassment and abuse claims or lawsuits

Bias and Diversity

UNCONSCIOUS BIAS

SEAT TIME
30 minutes

TRAINING TOPICS
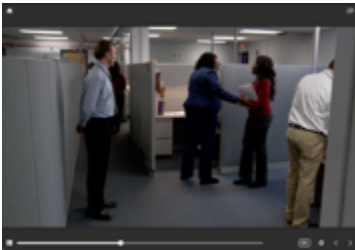
Definitions & Basic Concepts
- What Is Unconscious Bias?
- What Is A Stereotype?
- Fundamental Concepts of Human Bias
- Common Reasons People May Be Stereotyped and Treated Differently
- Negative, Positive, or Descriptive Bias
- Professional Responsibilities
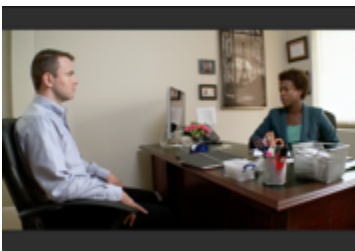
Bias in The Workplace
- Unconscious Bias and The Inclusive Workplace
- Groupthink
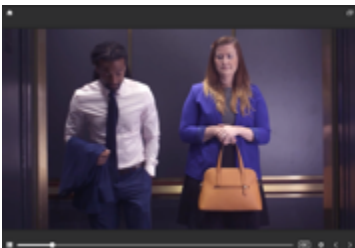
Unconscious Bias Experience
- Talking About Stereotypes
- Risks of Unconscious Bias
- Expanding on Stereotyping and Bias
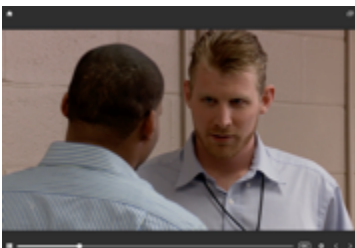
Thinking About Your Thinking
- Managing Biases Through Self-Regulation
- Types of Biases
- Perceptions of Others
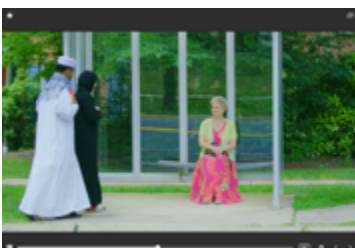
Additional Concepts Explored
- Affinity Bias, Attention Bias, Confirmation Bias, Halo Bias, "We-They" Bias
- Contact Theory
- Exposure to Counter Stereotypes

Bystander Intervention

BYSTANDER INTERVENTION

SEAT TIMES
Fundamentals: 20 minutes
Full Compliance Version: 60 minutes

TRAINING TOPICS

Introduction & Definitions
- Bystander Intervention Defined
  - Bystander Defined
  - Intervention Defined
- Situational Awareness Defined
- Tact Defined
- Bystander Effect Defined
- Why Do People Fear Hesitating to Intervene?

Basic Bystander Decisions
- Why is it Important to Be an Upstander?
- The Four Intervention Techniques

Awareness & Red Flags
- How to Know That an Intervention is Needed?
- Physical and Non-Verbal Cues:
  - Potential Aggressor
  - Potential Victims
- Red Flags for Sexual Harassment/Assault

Bystander Support: Post-Event
- Reporting Procedures
- Good Judgment

Upstanding in Non-Sexual Harassment Situations
- Abusive Conduct
- Emotional Well-Being
  - Emotional Suffering
  - Mental Health Resources
- Potential Workplace Violence

Organizational Integrity
- Talking About Biases
- How should you respond if someone points out your behavior is inappropriate, unprofessional, and/or unwanted?

Essential Professional Soft Skills

BUSINESS CLASS SERIES

SEAT TIME
The **Business Class** collection currently offers seven engaging 20-minute courses for a total run time of 140 minutes, or 2 hours and 20 minutes.

TRAINING TOPICS - 13 Individual Modules

Tact in the Workplace
- Tact defined
  - Impact of tact in the workplace and professional success
- Best Practices: How to be tactful?
- Best practices: How to employ tact when dealing with anger?
- Office baseline, or workplace culture defined
- Empathy defined

Professional Listening
- Why is listening important?
  - Active listening defined
  - Active listening techniques
- Characteristics of bad listeners

Managers and Constructive Feedback
- Why does feedback matter?
- Feedback defined
  - Components of effective feedback

Work-Life Balance
- Work-life balance defined
- Data on stress in the workplace
  - Impact of excessive stress and pressure
- Daily challenges vs. overarching priorities
- Physical Well-Being
  - Eating healthy
  - Exercising regularly
  - Establishing healthy sleep habits
- Emotional Well-Being
- Time Management Tips

Managing Stressful Workplaces
- How can managers help employees handle stress?
- Characteristics of an empathetic leader
  - Empathetic management practices
- Building psychological safety
- Burnout defined

- Data on stress and depression in the workplace

Building Resilient Teams
- Emotional & Mental Health Facts & Figures
- Signs of Emotional Suffering
- Healthy Habits of Emotional Well-Being
  - Building a Community of Support

Managing Up, Down and Everywhere
- Work successfully with contractors and vendors
- Managing up
- Guiding teams at various levels
- Understanding and communicating organizational goals

Lessons for New Leaders
- Managing High-Achieving Teams
- Building Team Morale
- Dealing with Conflict within Your Team
- Building A Culture of Accountability
- Effectively Navigating Your Organization

Listening for Leaders
- Essential Active Listening Skills
- Navigating Difficult Conversations
- Engaging Reluctant or Evasive Speakers
- Mastering Negotiations

Building Trust, Honesty, and Integrity in the Workplace
- Building trust amongst your team
- The do's and don'ts of conversation in the workplace
- Maintaining honesty and visibility

Manager, Mentor, Coach
- Insights into work-life
- Promoting a Healthy Work Environment
- Effective Management
  Tell the Difference Between Managers, Mentors and Coaches
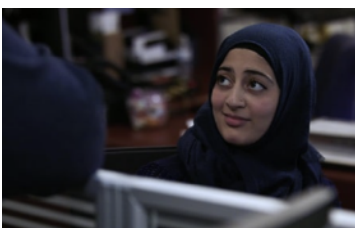
Leading Diverse Teams
- Importance of diversity and equity
- Team cohesion
- Visibility

Leading Remote Teams

- Mastering Emotional Resilience
- Upskilling
- Honing Online Professionalism
- Addressing Performance Issues
- Enhancing Team Cohesion
- Tackling Burnout Head-on

Cyber Security

TOP HABITS FOR A CYBER-SAFE WORKPLACE, ESSENTIAL CYBER DEFENSES FOR THE END USER, DEFEATING PHISHING AND OTHER DECEPTIVE CONTACTS

SEAT TIME
Three WILL products of 20 minutes each.

TRAINING TOPICS

Introduction to Cyber Security
- Cyber Security Defined
- The Principle of Least Privilege
- Electronic Monitoring
- Motivations of Cyber Criminals
- What Are the Costs of Cyber Attacks?

Common Cyber Security Threats
- What Is a Virus? Worm? Trojan Horse? Ransomware? Malware? Spyware, etc.?
- Spam Defined
  - Spear Phishing, or "Vishing," Defined
- Phishing Defined
- Insider Threats Defined

Cyber Security Threats in Public Places
- Social Engineering Defined
- Juice Jacking Defined
- Compromised Public Wifis Defined
- Evil Twin Public Wifis Defined

Prevention
- Ways to Protect Yourself from Cyber Attacks
- Password Management
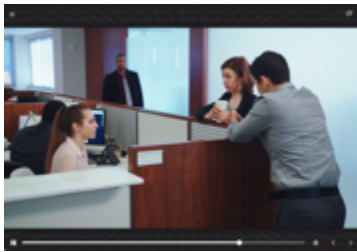 - What Is a Good Password?
- Securing Data
- Trusting Your Intuition

Active Threat / Active Shooter / Workplace Violence Prevention

ACTIVE THREAT RESPONSE

SEAT TIME
45 minutes

Training Topics

Module 1
Intro to Active Threat Response Training
- Past Events and Things to Consider
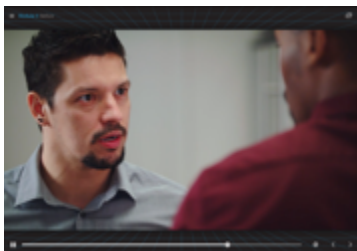
Module 2
Before an Active Threat Situation
- Look, Listen, Tell: Early Warning ID
- Situational Awareness
- Situational Understanding
- Situational Safety
  - Systems Theory
  - Signals in Behavior
  - Recognizing the Paths to Violence

Module 3
During an Active Threat Situation
- Run, Hide, Fight: DHS Best Practices
- Breathe, Think, Act: Survival Mindset
- Direct Threat Zone
- Indirect Threat Zone
- Out of Range Zone
- Survival Mindset

Module 4
After an Active Threat Situation
- Stop the Bleed: to DoD Standard
  - Tourniquet & Wound Packing
- General Rule for Treating Wounds
- First Contact with Responders

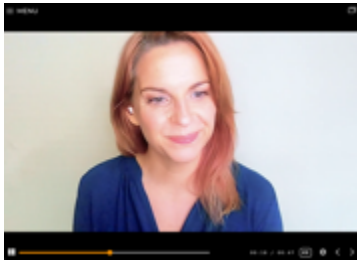# Emotional Life Skills Training

SEAT TIME

Approximately 60-minute seat time, divided into manageable chapters, promotes convenience and ease of use.

TRAINING TOPICS

Emotional & Mental Health Facts & Figures
- Data on Mental Health and the Workplace
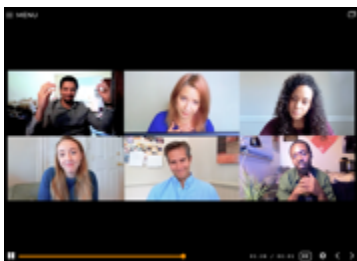- Economic Impact of Mental Health
- Mental Health and Covid-19

Five Signs of Emotional Suffering
- The Five Signs of Emotional Suffering
- Resources Available

Healthy Habits of Emotional Well-Being
- What are the Five Healthy Habits for Emotional Well-Being?
  - Examples for every Healthy Habit
- What can you do to maintain your emotional well-being?

Building a Community of Support
- Best Practices: *Offering Support*
- Active Listening Defined
- Empathy Defined

PARTNERSHIP

Emotional Life Skills® at Work was created by *Give An Hour* and *WILL Interactive. Give An Hour,* a national nonprofit that has worked since 2005 to provide those in need with help and hope, has developed The Campaign to Change Direction – an initiative that brings together concerned citizens, nonprofit leaders, and leaders from the private sector who have pledged to help change the way our culture approaches mental health, mental illness, and wellness.

Remoting Resilience

HOMEWORK SERIES

SEAT TIMES

SEASON/ VERSION	LENGTH
1	34: 27
2	38: 47
3	35: 02
Demo	18: 16

TRAINING TOPICS

Season 1
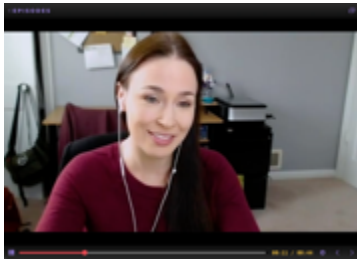
Episode 1: "Basic Resilienceology"
- Creating a culture of trust and support
- Being seen and understood
- Taking time to listen, empathize and motivate
- Emotional Check-ins
- Encourage Teamwork and Collaboration

Episode 2: "Shh… Tom Has a Technical Problem"
- Learning is always a process
- Staying up to date with technology
- Lending a helping hand to a colleague
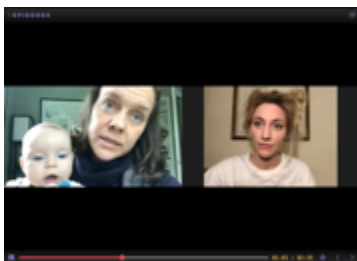
Episode 3: "Remote Etiquetteology"
- Managing Professionalism
- Displaying Empathy
- Mediation

Episode 4: "Sustainable Self Paceology"
- Having your own work plan
- Seeing other perspectives
- Knowing when to decompress

Season 2
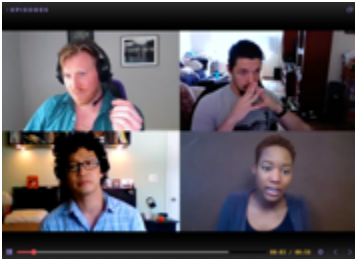
Episode 1: "Home Environmentology"
- Optimizing Personal Performance
- Shaping your at home work environment
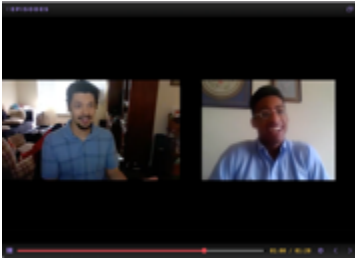
Episode 2: "Salesology"
- Introverts and Extroverts in an at home work environment
- Adapting to new circumstances
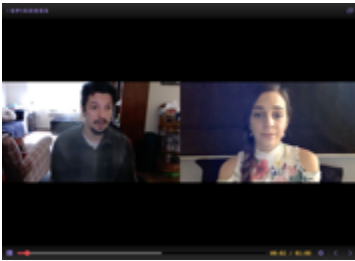
Episode 3: "Remote Wars"
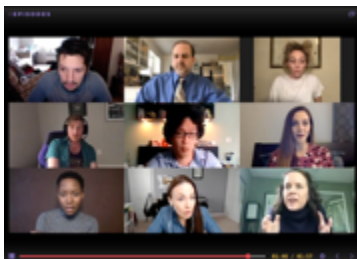- How remoting can amplify work and personal habits
- Modeling healthy coping skills
- The importance of self care
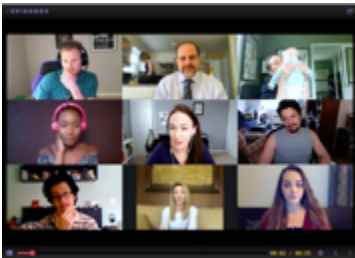
Episode 4: "Healthy Copeology"
- Coping Mechanisms
  - Adaptive Cognitive
  - Adaptive Behavioral
  - Emotion Focused
  - Physical Focused
  - Joy Focused
- Reducing Stress

Episode 5: "Work Life Mixology"
- Communication Patterns
- Confronting Employees and Colleagues
- Emotional Intelligence

Season 3
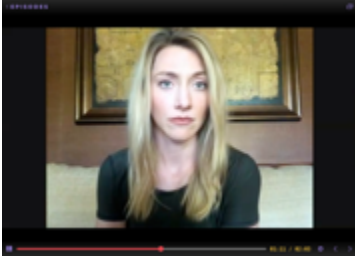
Episode 1: "Escapology"
- Balancing Work and Personal Time
  - Setting at-home boundaries
- Planning and Strategy for Work
  - Incrementalism
- Escapism in the at-home work environment
- Avoidance
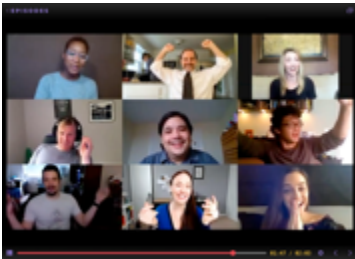
Episode 2: "Teamology"
- Communicating with and understanding your team members
  - Supporting your team
- Team Member's Privacy vs Team's Obligation
- Personnel Decision Making
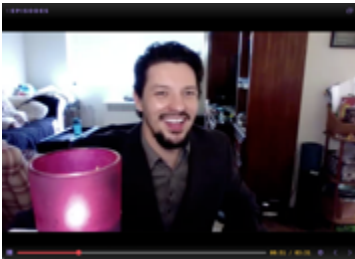
Episode 3: "Collaborationology"
- The Importance of Innovation
  - Innovation through Collaboration
  - Inclusivity through Collaboration
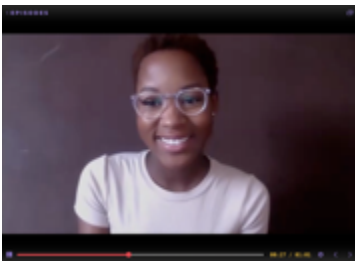
Episode 4: "The Janae and Julie Show"
- Relationships in the Workplace
- Setting Boundaries
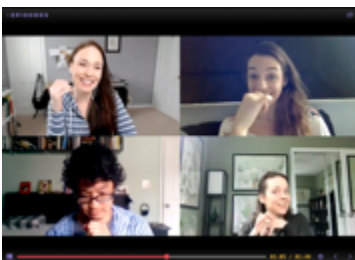
Episode 5: "Cohesionology"
- Sustaining Morale
- Warding off Burnout
- Workplace Bonding

Surviving Generation Gaps

MANAGEMENT GAPS

SEAT TIME
45 minutes

TRAINING TOPICS

Managing Bias
- Stereotype Defined
  - Myths about Millennials in the Workplace
- Bias Defined
- Cultural Differences vs. Tangible Productivity
- Employee Buy-In and Investment
- Communication Skills

Managing Conflict and Change
- Decision-Making Skills for Leaders
- Healthy vs. Unhealthy Competition
- Teamwork
- Inclusion
- Harnessing Innovation and Creativity
- Leveraging Cultural Differences

Managing Morale
- Cultivating a Culture of Encouragement
- Positive Employee Feedback
- Celebrating Diversity
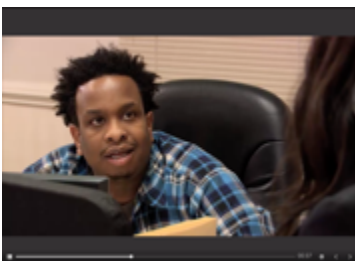
Managing Emotions
- Understanding Perspectives
- Acknowledging Perceptions, Emotions, and Values
- Emotional Cues and Signals
- Active Listening Defined
  - Asking Clarifying Questions
- Empathy Defined
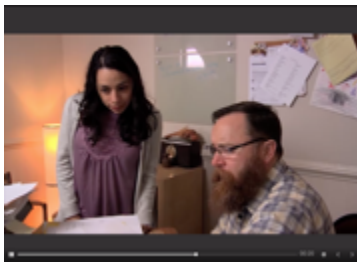
Managing Goals
- Path-Goal Theory
- Set Precise, Achievable Goals and Expectations
- Determine Priority Goals
- Constructive Feedback
- Positive Reinforcement

Managing Up
- Managing Up Defined
- Investing In Reliable Software Solutions
- Workplace Morale
- Management Skills
- Communication Skills

Racial Equity in Healthcare

FACING CHANGE

SEAT TIMES

CHARACTER / VERSION	LENGTH
Dr. Carter	14: 50
Carolina	12: 40
Nurse Jennifer	14: 21
Elise & Marie	16: 02

TRAINING TOPICS

Module 1:

Dr. Carter, Senior Physician
- Nepotism in Hiring Practices
  - How to vet job candidates
  - Dismantling bias in hiring
- Improving Bystander skills amongst colleagues and patients
- Equal respect for everyone, regardless of hierarchy

Module 2

Carolina, Environmental Services
- Formal Complaints and Retaliation
- Understanding Diverse Staff
- Confronting discrimination against non-English speaking staff
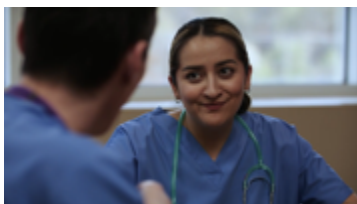
Module 3

Nurse Jennifer, Nurse Practitioner
- Understanding and addressing microaggressions
- How to acknowledging bad behavior
- Making diverse patients feel welcome
- The Ethics of a Staff Member's Wordload
- Handling Confrontation

AAFP CREDIT SYSTEM APPROVED

The AAFP has reviewed **Facing Change** and deemed it acceptable for up to 1.00 Enduring Materials, Self-Study AAFP Elective credit. Term of Approval is through 11/30/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 credit(s)TM toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed, not as Category 1.

Burnout, Stress, and Trauma Prevention in Healthcare

THE THRIVING CLINICIAN

SEAT TIME

Approximately 115-minute seat time, or approximately 2 hours, divided into manageable chapters, promotes convenience and ease of use. The program's conclusion is about 4 minutes long.

CHARACTER	SEAT TIME
Dr. Aarti Patel	30 min.
Aida Thompkins, RN	25 min.
Dr. Kyle Green	20 min.
Jessica Reyes, RN	20 min.
Dr. Hudson Carey	20 min.

TRAINING TOPICS

Coping With Depression and Trauma
- Depression and Burnout Defined
    - Symptoms of Depression and Burnout
    - Depression and Burnout Data
    - Depression Assessment
- Imposter Syndrome
- Connection Between Mental and Physical Health
    - Substance Abuse
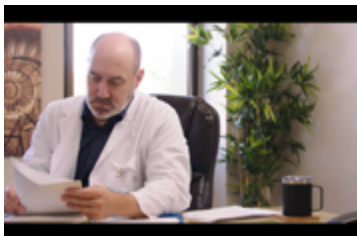
Setting Boundaries
- Work-Life Balance
- Managing Commitments
- Protecting Your Time At Work
- The Importance Of Taking Breaks
- Self-Awareness

Accessing Emotionality Appropriately
- Processing Emotions
- Radical Self-Care
- Stress Management

Seeking And Accepting Help
- Resources
  - Employee Assistance Program
  - Confidential Help and Legality
- Creating a Culture of Openness and Mutual Support
- Being a Good Bystander

Leading A Team Under Challenging Conditions
- Social Leadership
  - Tact
  - Diplomacy
  - Respect
- Cultivating Community
  - Employee Appreciation
  - Debriefing
- Managing Workplace Conflict
  - Empathy
  - Active Listening

AAFP CREDIT SYSTEM APPROVED

The AAFP has reviewed **The Thriving Clinician** and deemed it acceptable for up to 2.00 Enduring Materials, Self-Study AAFP Elective credit. Term of Approval is through 11/30/2023. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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Preventing Adverse Drug Events

PATHWAYS TO SAFER OPIOID USE

SEAT TIME
1 hour 40 minutes

TRAINING TOPICS

Medication Reconciliation
- Pharmacy Law
  - "Corresponding Responsibility"
- Health Literacy Strategies
  - "Big Three" Questions
- Patient Education
  - ADE Risks
  - Addiction Potential
  - Misuse Risk Factors
  - Warning Signs
- "Teach Back Method" Defined
- Suggested Approaches When Using "Teach Back"
- Non-Verbal and/or Indirect Communication
- Red Flags That May Indicate an Illegitimate Opioid Prescription

Pain Management and ADE Prevention
- What Are Adverse Drug Events (ADEs)?
  - ADEs Defined
  - Examples Of ADEs
- Nurse's Role in Pain Management
- Health Literacy Strategies
- "Teach Back"
  - Benefits of "Teach Back"
  - Suggested "Teach Back" Phrases
- The Prescription Drug Monitoring Program (PDMP)
- Time Management Skills
- Effective Communication
- Multimodal Pain Management Defined
- Screening
  - Substance Use Disorder Screening
  - Patient Health Questionnaire (Phq-9)
  - Benefits of Screenings Patients
- Screening Tools
  - Cage-Adapted To Include Drugs (CAGE-Aid)
  - TICS: A Two-Item Conjoint Screen
- Opioid Agreements

- Pseudo addiction Defined
- Creating Action Plans
- Teamwork

Opioid Prescriptions And Ade Prevention
- Key Actions and Elements in Shared Decision Making
- How to Have an Open Dialogue?
  - Shared Decision Making
  - Validation
  - Acknowledgment of Possible Co-Morbidity
  - Multimodal Approach
  - Alternative Treatments
- Understanding Bias
- Patient Risk Categorizes
  - Risk Factors for Prescription Medication Misuse
  - Opioid Taper Decision Tool
- "Brown Bag Review"
- Common Mistakes Made by Health Care Providers
- Forming a Team with your Health Care Providers
- Opioid Agreements

Managing Your Own Pain
- Functional Scales
  - Pain, Enjoyment, General Activity (PEG) Scale
  - Quality Of Life (QOL) Scale
  - BPI (Brief Pain Inventory) Scale
- Improving Doctor-Patient Relationships
  - Shared Decision Making (SDM) Defined
  - Steps to Shared Decision Making
  - Trust
- NIDA Drug Screening Tool
- Adverse Drug Events (ADEs) Defined
- Opioid Complications and Side Effects
- Multimodal Analgesia for Chronic Pain
- Role and Responsibilities of Family Caregivers
- "Teach" Back Method
  - Suggested Approaches
- "Brown Bag Medication Review"
- Disposal Of Unused Medicines

EVIDENCE & STATISTICS
Evidence of Effectiveness: Pathways To Safer Opioid Use
- More than 90% participant satisfaction
- 31% knowledge improvement in pre/post test results

Healthcare Associated Infection Prevention

PARTNERING TO HEAL

SEAT TIME
2 hours and 12 minutes

TRAINING TOPICS

Family members and visitors have a key role in infection prevention; they are part of the healthcare team.
- How Are Germs Spread?
- Best Practices To Stop The Spread Of Germs:
    - Hand Washing
    - Alcohol-Based Hand Cleaners
- Health Care-Associated Infections (HAIs) Defined
- Patient Advocate Responsibilities
    - "Speak Up Program"
- Infection Prevention And Control
- Emotional Well-Being vs. Physical Safety

Leaders must make a personal commitment to bringing about change.
- Prevention Of HAIs And Leadership
- Leadership Responsibilities
    - Teamwork
    - Delegation
    - Data Feedback/Reporting
    - Honesty And Transparency
    - Accountability
- Managing Up and Down
    - Leader Rounding, Or "Walk Abouts"
- How Do You Minimize Any Obstacles To Change?
    - Incremental, Sustained Changes vs. Larger Immediate Changes
    - Big Picture Thinking
- Evidence-Informed Leadership
- Work-Life Balance
- Process Improvement Teams Defined

The infection preventionist wears many hats but is above all a team builder. Everyone is a potentially valuable member of the infection prevention team.
- Leadership and Team-Based Care
- Effective Communication and Transparency
    - Barriers to Communication

- Big-Picture Thinking
- Neutrality
- The Infection Control Risk Assessment (ICRA)
- Managing and Resolving Conflict
  - Evidence-Informed Approach
- Balance Between Teamwork and Leadership
  - The Socratic Method vs. The Didactic Approach

It's never too early to be part of an infection prevention team. Small steps can make a big impact.
- Healthcare-Associated Infection (HAIs) Defined
  - Strategies To Prevent HAIs In Acute Care Hospitals
  - Data On HAIs
- Patient Safety First
- Decision Making Skills and Good Judgment
- Tact Between Professional Peers

You're always a leader in some way, and your decisions and actions will have an effect on other nurses, patients, family members, and visitors.
- Healthcare-Associated Infection (HAIs) Defined
  - Strategies to Prevent HAIs in Acute Care Hospitals
- Accountability
  - Knowing When and How to "Speak Up"
  - Handling Mistakes
- Stepping Out of your Comfort Zone
  - Knowing your Boundaries and Limitations
- Isolation Precautions
- Teamwork and Collaboration
- Communication Skills and Professionalism
- Strategies To Engage Patients and Families in Infection Prevention

Patient Satisfaction

THE ANATOMY OF CARE

SEAT TIME
2 hours

TRAINING TOPICS

Patient Care for Charge Nurses
- Respect
  - Verbal and Non-Verbal Tips
- Teamwork
- Active Listening
- Problem Solving
- Perspective Taking
- Advocating for your Patients

Patient Care for Environmental Services
- Taking Initiative
  - Speaking Up
- Teamwork and Collaboration
  - Problem Solving
  - Accepting Help
- Resilience
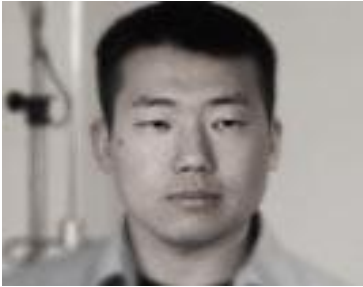- Cleanliness and Safety

Patient Care for Clerks
- Effective Teamwork
  - Creating Connection
  - Active Listening
  - Perspective Taking
- Taking Responsibility and Apologizing
  - Admitting Mistakes
- Effective Communication Skills
  - Common Communication Mistakes

Patient Care for Chief Residents
- Practicing Compassionate Care
  - Gaining Trust
  - Perspective Taking
  - Recognizing Patient's Needs
- Problem Solving
- Effective Communication Skills
  - Common Communication Mistakes
  - Creating Connection With Team Members

- Teamwork

Patient Care for Transporters
- Decision-Making Skills
  - The Elements of Good Judgment
  - Intuition
- Taking Initiative
- Professionalism and Boundaries
- Cleanliness and its Importance

EVIDENCE & STATISTICS

Evidence of Effectiveness: The Anatomy Of Care
- Over 60,000 people trained
- 30% patient satisfaction increase following training

Code of Conduct *(Coming Soon)*

SEAT TIME
Twelve modules, five minutes each, will cover common topic areas in company codes of conduct.

TRAINING TOPICS
Introduction
- Code of Conduct Defined
- Why Do We Need a Code of Conduct?
- Common Components in a Company's Code of Conduct
    - Respect Each Other
    - Respect The Company
    - Respect Our Relationships

Respect Each Other
- Celebrating Diversity
    - How Does Diversity Make The Workplace Better?
    - Inclusion Defined
    - Belonging Defined
    - Equity Vs. Equality
- Creating a Safe Workplace
    - What Does Having a Safe Workplace Mean?
    - Examples of Unsafe Working Conditions
    - Substance Abuse in the Workplace
- Maintaining Professionalism
    - Examples of Professional Behavior

Respect the Company
- Protecting Company Data
    - Examples of Company Data
- Protecting Physical Assets
    - Company vs. Personal Usage of Equipment
    - Theft of Company Property
- Maintaining Accurate Records

- Why Do Companies Need Accurate Records?
- Examples of Business Records
- Protection From Risk
- Fraud Defined
- Using Technology Responsibly
  - Recommendations for Computer Safety in the Workplace
    - Secure Protocols
    - Install Anti-Virus and Malware Protection
    - Physical Security
    - Authentication
    - Data Usage and Storage

Respect Our Relationships
- Following Applicable Laws, Regulations, and Industry Standards
  - Bribery Defined
    - Corrupt Behavior and Illegality
    - "Grease Payments" Defined
  - "Fair Competition" and Rules
  - Insider Trading Defined
- Avoiding Conflicts of Interest
  - "Conflict of Interest" Defined
  - Types of Conflicts of Interest
    - Nepotism
    - Romantic Relationships in the Workplace
    - Insider Trading
  - What Can You Do to Avoid Conflicts of Interests?
- Competing Fairly
  - "Fair Competition" Defined
- Understanding the Rules Around Gifts, Entertainment, and Travel
  - Gift Amount Limitations
  - Government Agencies and Legality of Gift Giving