



Stop Drama in Your Healthcare Practice

The culture of healthcare includes built-in drama: There's coding, reimbursements, legislation, technology, HIPAA, Medicare, Pay-for-Performance, and the costs of running a practice. This kind of built-in drama is outside of your control. What's inside your area of control is how you lead, how your people work together, and how you communicate.

Marlene Chism, consultant, executive educator, and author of **7 Ways to Stop Drama in Your Healthcare Practice** offers practical strategies to regain control of your practice. Marlene shares her methods of getting to the **root of drama**, and shows how to initiate results-oriented conversations with your physician, your colleagues and your staff, no matter how difficult the subject. In addition all participants will receive a quick culture assessment to pinpoint areas of resistance and avoidance.

Whether you are the owner, the top executive, a hospital administrator, or office manager, your business results are directly related to your leadership effectiveness and ability to initiate conversations that get results.

Keynotes | Breakouts | Executive Education

About Marlene Chism

Marlene Chism is *the* leading authority on stopping workplace drama. She works with executives to improve leadership effectiveness and transform workplace cultures. She is the author of three commercially published books: *Stop Workplace Drama* (Wiley 2011), *No-Drama Leadership* (Bibliomotion 2015), and *Stop Drama in Your Healthcare Practice* (Greenbranch 2018).

In addition, Marlene is a featured expert on the Linked In Learning Global platform offering two programs: Anger Management, and Difficult Conversations.

Marlene's areas of expertise include leadership development, strategic communication skills, and stopping workplace drama. Marlene's message of personal responsibility, accountability, and alignment is making its way around the globe at leadership academy's corporate retreats, association meetings and the LinkedIn/Lynda.com global learning platform.

To learn more about Marlene visit www.marlenechism.com