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Addressing Workplace Hostility and Impact on Enterprise Risk Management Workshop

The following workshop overview is presented as a program of the Employee Prevention Program (EPP)[®] and can be tailored to the specific needs of your corporation or healthcare organization. The program has been previously approved for 1.25 Contact Hours for NAB: Long-Term Care Administrators as well as risk management CEUs provided by the American Society for Healthcare Risk Management (ASHRM).

Overview:

Many organizations are a mixing pot of stress and hostility. Workplace stress, emotional exhaustion, cynicism and a low sense of personal accomplishment at work affect staff and clinicians including our leaders, physicians and nurses. The National Academy of Medicine believes this results in 30 to 50 percent of clinicians experiencing decreased job satisfaction and quality of life, and increased depression and suicidal ideation.

The workshop will explain how employee behavior / workplace hostility affects risk in every workplace in relation to the recognized ASHRM enterprise risk management domains. The workshop will highlight the impact to your organization's Operational Risk, Legal and Regulatory Risk, Human Capital Risk, and Strategic Risk (public image and reputation).

It is noted that negative workplace experience impacts both healthcare and non-healthcare organizations and resulting costs of \$500 billion annually due to decreased engagement of our workers, as well as \$300 billion annually in healthcare costs due to job stress. This workshop will introduce emotional and behavioral skill sets, and attendees will learn how our behaviors impact workplace incivility, hostility, health, and behavioral self-control. Participants will learn to build individual strengths and how to decrease personality conflicts that lead to toxic workplaces and negative outcomes.

Objectives:

- This workshop will introduce emotional and behavioral skill sets and the profound impact our lifetime of learned behavior and vulnerabilities have on workplace incivility, hostility, health & behavioral self-control.
- This workshop will address the possibility to build individual strengths to decrease the vulnerabilities that are driving personality conflicts and a toxic workplace.
- This workshop will bring awareness of opportunities to decrease hostility and negative outcomes in our workplaces.

The Employee Prevention Program (EPP)[®] is a registered trademark of Direct Drive Inc., D/B/A Time to Play. A portion of proceeds is donated to the Time to Play Foundation. See more at www.timetoplay.com