



Presenter: Denise Hollonbeck, MBA

Has provided training for many organizations in the Quad Cities area. Some of these organizations include QCB&T, MidAmerican Energy, Alcoa, ORA, Rock Valley Physical Therapy, Radiology Group, H&R Accounts, R.I. Arsenal, Army Corps of Engineers, Bettendorf Chamber Leadership Congress, and the City of Davenport.

Education:

- Masters in Organizational Leadership Graduate Certificate in Organizational Management – St. Ambrose University
- Masters in Business Administration – St. Ambrose University
- Bachelor of Science – University of Illinois

Training Certifications:

- Critical Collaboration™
- Leadership Through People Skills®
- Myers Briggs Type Indicator
- Develop a Curriculum (DACUM) Process and Occupation Analysis Profile (OAP) Business Coach
- DiSC Personality Profile

Training Expertise:

Leadership Practice Inventory, Emotional Intelligence, Conflict Management, Team Building, Creative Problem , Change Management, Customer Service , and Supervisory Skills

Training Date:

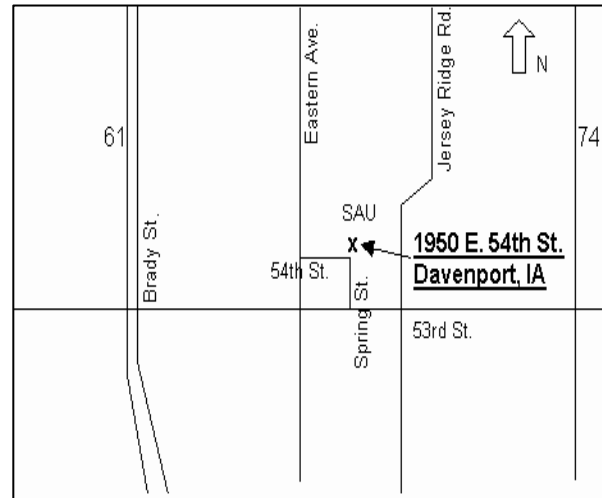
Wednesday, September 2, 2009

8:00 am - 5:00 pm

(Must attend entire session)

Location:

St. Ambrose University
College for Professional Studies
1950 E. 54th Street, Davenport, IA 52807
563/441-9950



ST. AMBROSE UNIVERSITY
College for Professional Studies

Presents

Critical Collaboration™
People Skills for Health Care Professionals

Presented by

Denise Hollonbeck
Director of Professional Development
St. Ambrose University
Davenport, IA

September 2, 2009
8:00 am - 5:00 pm

Statement of Purpose

The purpose of the session is to improve working relationships, increase personal effectiveness, and develop a healthier work environment. Participants will discuss and practice skills that will help them to be more collaborative and enable them to get the collaboration they need from nurses, patients, doctors and managers.

Intended Audience

Nurses, PT, OT, Social Work and other professional personnel who participate with clients and caregivers in the health care setting.

Registration

Early Bird (through Aug. 2, 2009)

Individual: \$195.00/person

General (after Aug. 2, 2009)

Individual: \$250.00/person

Price includes materials, lunch and snacks. Refunds can be requested up to three (3) business days prior to the session.

CEU's

St. Ambrose University will award 8 contact hours under Iowa Board of Nursing Provider #347. All others may be eligible for 8 contact hours. Check with your administrative rules. Entire session must be attended to obtain CEU credit.

Registrations/Questions

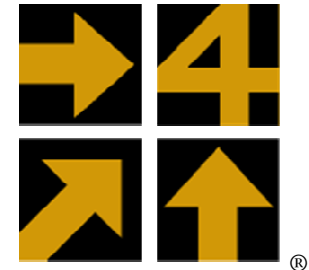
Brad Stoen at 563/441-9950

Email: StoenBradleyJ@sau.edu

Objectives

Upon completion of the program, participants will be able to:

- I. Understand and use Psychological Associates® Dimensional® Model of Behavior™
 - Choose the most effective people skills to collaborate with others
 - Understand yourself and how you impact others
- II. Utilize the Five-Step format for productive communication with others.
 - Provide benefits and check receptivity
 - Get the other person's views
 - Present your views
 - Resolve differences
 - Develop an action plan together
- III. Skill Practice and Evaluation
 - Test your collaboration skills in "people skills" situations
 - Sharpen your sizing-up skills
 - Powerful self-awareness through video and team feedback
 - Powerful self-awareness (through video and team feedback)



Program Content

- I. Introduction
 - A. What is in it for you?
 - B. Key Collaboration Skills
- II. Dimensional® Model of Behavior™
 - A. What are the characteristics?
 - B. Purpose of the Dimensional® Model
 - C. Behavior and Appropriateness
- III. Critical Collaboration™ Skills
 - A. Gauging Receptivity
 - B. Motivation, Commitment, and Follow-thru
 - C. Effective Probing Strategies
- IV. Skills Practice
 - A. Using the sequence in practice cases.
 - B. Gain effective feedback evaluating your skills during this practice