

“One Day Volunteer Conference”

Presented by *Colleen Sweeney*

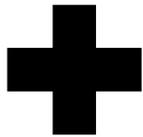
(One Full Day - 8 hours, fully customized to your organization to gain maximum audience impact)

Planning a DVS retreat or Volunteer conference? Sweeney Healthcare Enterprises will make it easy for you ensuring it is an overwhelming success! You pick the day and venue. Add lunch and 2 snack (beverage) breaks and it's done!

Colleen will do her signature volunteer keynote, “Volunteers: Secret Agents for Patient Experience Improvement” (90 minutes), “The Personal Empathy Project™” Group Exercise (90 minutes), and “The Volunteer Empathy Pyramid™” Workshop (120 minutes) customized for volunteers and their leaders.

It promises to be a day packed with insights, strategies and rejuvenation. And who can't stand a little rejuvenation now and then?

1 Keynote
1 Group Exercise
1 Workshop



1 Lunch
2 Breaks



ONE PERFECT DAY!

Don't miss out. Get Colleen now!



“Volunteers: Secret Agents for Patient Experience Improvement”

Standard keynote designed for volunteers and their leaders

(90 minutes of material that makes a difference)

One of the most visible departments in an organization is the volunteer force. They are everywhere! Understanding the crucial role the volunteer plays in the patient experience is essential to understanding the power that each volunteer has within them. This program will explore **The Patient Empathy ProjectSM** and its findings. This study was conducted to identify patients' most prominent fears in healthcare in an effort to sensitize caregivers to their concerns. Awareness of what patients fear can help volunteers make an emotional connection between 'always' behaviors and the words they choose, and the affect it will have on the patient experience.

Colleen will help volunteer services think bigger and differently about the work they do and the value they can bring to an organization! She will share 10 things you can implement immediately to change the culture of your volunteer service. Be ready to feel motivated, moved and empowered!

Group Exercise: “The Personal Empathy ProjectTM”

(60 to 90 insightful minutes)

Taking a good look at our own personal fears in healthcare can help to narrow the gap that stands in the way of our connection with patients' fear. Empathy is an ability that can be developed more fully when we take the time to examine our own anxieties. Through this exercise, we discover that we hold the answers to calming patients fear within ourselves.

The Patient Empathy ProjectSM revealed that many of the fears we suffer from as adults stem from earlier childhood experiences. Each of us is a prisoner of our past experiences. Using artwork, Colleen will help audiences identify their own fears in healthcare settings. Often emotional, frequently surprising, always valuable, this exercise is one of the key components to allowing us to see the healthcare experience as patients see it.

This session is a perfect fit for an all-day Leadership Development Meeting, Nurse Retreat, or Volunteer Conference!

Workshop: “The Volunteer Empathy Pyramid™”

(120 department-changing minutes)

Designed to follow the keynote presentation, this audience-driven workshop teaches The Patient Empathy Roadmap™. This tool helps both clinical and non-clinical healthcare leaders identify the greatest fears or concerns of their customers and patients and learn how to move from the delivery of ordinary to EXTRA ordinary. Through hands-on participation, audiences will arrive at the answer to the one question that will ensure raving and loyal fans... what business are you REALLY in?

The culmination of the workshop asks each leader to take an introspective look at their own leadership potential as Colleen shares her list of 21 characteristics of a '99%ile Leader'. The workshop finishes on a note that is sure to take some participants outside their comfort zone. But, isn't moving beyond our comfort zone necessary to catapult organizations to the top? Isn't that where you want to be?

Colleen's one-of-a-kind keynote ends in a surprise twist that few will ever forget. It's edgy, it's real, it's life changing!