



Caregiver Heroes

A Free Series in the Everyone's a Caregiver® Micro-Webinar System

A Master Class in Personal and Career Advancement



Watch on the EAC App or
on our YouTube channel

1.800.667.7325 x206

Produced as a gift for Healthcare Workers by
 Custom
Learning Systems



Caregiver Heroes

Providing Caregivers with Practical, Positive, and Inspirational Support to create a culture of positive resilience

ENGAGE

Who should listen, watch, and learn?

- Everyone in healthcare that has the privilege of serving patients, residents, and their families
- This includes those who have direct patient contact, and those who serve those who serve the patient

EDUCATE

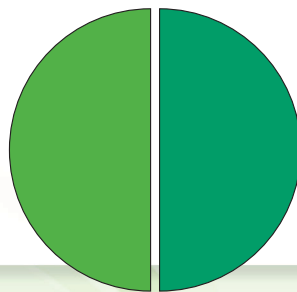
Timely, Relevant Educational Content

Our brilliant faculty of acclaimed volunteer speakers have recorded two series of Micro-Webinars with a positive, uplifting message of hope and support in a concise five-minute video

We honor the heroism of caregivers, nurses, physicians, RTs, housekeepers, and first responders at every level of healthcare. They care for our families and friends with exceptional skill, kindness, personal sacrifice, and generosity of spirit for the good of our community..

Caregiver Heroes – Inspiration

- Improve kindness care for patients and residents, peer care for each other, and self care for themselves



Caregiver Heroes – Leadership

- Nuggets of wisdom of better ways managers, supervisor and C-Suite professionals can provide practical, inspirational leadership on a daily basis

INSPIRE

Learn How To

- Develop a positive proactive attitude in both their professional and personal lives
- Overcome adversity and achieve a sense of resiliency
- Acquire dozens of practical tips and skills to serve their patients and collaborate with their peers
- Find greater joy in life through enhanced sense of humor in the workplace
- Implement best in class leadership skills to empower and engage

REVIEWS

"Get your folks in front of Caregiver Heroes videos to hear invaluable messages of how much they are appreciated. These inspirational mini webinars strengthen the resolve of our frontline and gives them hope and are needed and timely."

– Mike Patronis, CEO, Springhill Medical Center

"These mini videos are practical, positive, and electrifying in impact. Every healthcare leader should take advantage of the inspiring Caregiver Heroes series and put them to work for their frontline now."

– Angie Charlet, Director of Operations, Commonwealth Care of Roanoke (CCR)

"One thing that won't change is the culture of kindness we have built and sustained through Service Excellence. The Everyone's a Caregiver and Caregiver Hero video platforms have been a tremendous help as we navigate through stressful and challenging days."

– Charles Rehnborg





RESILIENCE



Eileen McDargh

Resilience Skills for Caregiver Heroes



LeAnn Thieman

How to Cope with Stress



Meg Soper

Bolstering Resilience



Lynn Sullivan

The Choice Is Yours



Lt. Cl. Waldo Waldman

Top Gun Resilience



Jeff Tobe

Leading in Turbulent Times



Eileen McDargh

Resilient Leadership for Disruptive Times



Michele Matt

Start Fresh Each Day



David Gouthro

Choose to Choose

**CHANGE/
CONFLICT**



Michele Matt

Seek Comfort with Change



Joe Mull

Reset Expectations



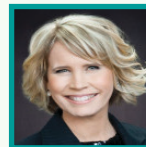
Andrew Lewis

Quick Conflict Intervention Technique



Andrew Lewis

Conflict: When there's no time for it!



Karen Jacobsen

Recalculating/
Pre-Calculating



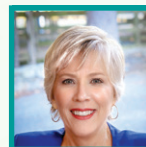
Valerie Cade

Turning Conflict to Connection



Valerie Cade

Commitment to Conflict... Resolution



Vicki Hess

Professional Paradise in a Pandemic?



Naomi Rhode

Masquerading

HUMOR



Scott Friedman

The One Minute Humor Break



Sheila Brune

The Power of Laughter

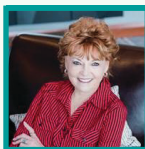


ATTITUDE



Bruce Lee

One Word Can Make the Day



Donna Hartley

Fire Up Your Life: Raise Your Vibrational Energy



Dr. Willie Jolley

Tools for Tough Times



Stephen Tweed

Meaning and Value: Home Health Edition



Darci Lang

Staying Positive in a Difficult Time



David Irvine

The Art of Caring Leadership



Darci Lang

Kind Leadership



Kelley Dillon

Leaning into Emotions

MOTIVATION



Marilyn Suttle

Lift Up Your Spirits



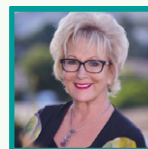
Michael Hoffman

Love Louder



Linda Edgecombe

Do You Want to Be Happy?



Carolyn Gross

Rise Above the Chaos



Donna Cardillo

Creating Light in the Midst of Darkness

PATIENT
EXPERIENCE



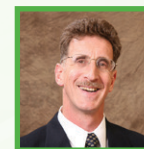
Mark Black

Through Your Patients' Eyes



Pam Tripp

Culture Eats Strategy for Lunch



Dr. Michael Klein

Walking the Talk



COMMUNICATION



Marcus Engel
Staying Present While
Distancing



Richard Hadden
Leadership in Times
of Crisis



Jody Urquhart
Leading in Uncertainty



Kathy Dempsey
Know Your Limits



Marcus Engel
Kindness Care with
Colleagues



Tim Durkin
Viva Leadership Model



Marilyn Suttle
Subtle Shifts for Strong
Leadership

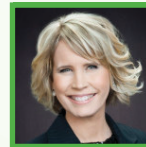


Scott Friedman
Turn On Your GPS

SELF CARE



Jennifer Buchanan
Purposeful Playlists



Karen Jacobsen
Listen to Your Inner
GPS



Pat Goodberry
When Grief is Part of
our Journey



Karen McCullough
4 Ways to Renew Your
Energy



David Irvine
The Paradox of Self
Care



Christine Cashen
Sanity Savers



Pat Goodberry
Intentional Listening
Through Grief



Blair Kolkoski
Service, Self-Care and
Contribution



Stephanie Staples
Emotional Wellness in
Turbulent Times

You can expect to transform your caregivers to patient relationship experts



Three Timely Ways to Listen and Learn:

- Daily or weekly huddles 
- Meetings of every kind 
- Any time, anywhere via the Everyone's a Caregiver® App 



HOW TO INSPIRE
Caregiver Heroes EVERYDAY



The Imperatives of Caregiver Hero Inspiration



Brian Lee CSP
Healthcare's Engagement Expert



Help Desk Support

Questions? Problems? Answers and support are a free phone call away, by calling 1-800-667-7325 x 206. Monday-Friday 8:00-4:30 MT

