

Do you want your healthcare leaders and teams to:

- **Communicate effectively** between frontline, business office, and clinical staff?
- **Create meaningful experiences** for patients, families, and caregivers?
- **Actively support each other** with specific tools and skills to prevent burnout?

Then make sure they develop these critical resilience skills:

- Recognizing personal stress-responses
- Compassionate Communication
- Intentional Learning From Challenge

These are the skills that that will keep your teams **connected** and **moving forward** through challenge and **beat the burnout** that's so present in healthcare today.

Teams that work with Jacy learn to:

- **Identify** growth opportunities, and how to take advantage of them
- **Develop** sophisticated emotional intelligence skills
- **Create** psychologically safe work environments
- **Understand** and **engage** others in unique ways
- **Overcome** Impostor Syndrome, perfectionism, and other unintentional self-sabotage
- **Navigate** challenging conversations with respect



Book Jacy Today!

See Jacy Speak

jacyimilkowski.com/speaking

Watch Jacy's TEDx Talk
What's Your Rhubarb Pie? How Trauma Impacts Choice



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Jacy "I-milk-cows-on-skis" Imilkowski, PMP, CPQC, CLL (she/they) is a certified Mental Fitness coach and speaker that helps purpose-driven professionals build personalized stress-busting strategies to beat personal/professional burnout and lead happier, lower-stress lives. A self-admitted communication nerd, Jacy specializes in the neuroscience of conversation and positive habit formation to achieve personal and professional goals.

During her 20+ years of coaching, speaking, training, and managing projects she has developed and delivered hundreds of learning sessions across the country. Clients include American Family Insurance, Mayo Clinic, the WI Department of Health Services, Medical College of Wisconsin, and professional associations including: PMI, SHRM, ATD, HIMSS, and more.

Jacy is a certified project manager, Positive Intelligence® mental fitness coach, and Laughter Leader, as well as an adjunct instructor at the University of Wisconsin-Madison and Dean of the Speakers Academy for the National Speakers Association-WI chapter. She also holds a Patient Experience Leadership Certificate from The Beryl Institute. She loves her dog, and probably loves your dog too.

Most Requested Programs:

"Jacy's interactive presentation on connecting to core values taught useful, real-world skills that participants were able to apply right away. It also gave powerful new perspective on building relationships with others. She took the time to answer questions and really made sure the audience was connected with the material."

Judy Keel

Access Community Health Centers

"I highly recommend bringing Jacy in to speak, train, or coach around the neuroscience of conversation, team building, and creating/strengthening relationships in organizations."

Donna Gray

President/Owner/CEO, Total Awards and Promotions & Awardsmall.com

"As a top technology consulting firm it's crucial our consultants have highly developed soft skills. Learning about how blind spots impact our brain and behavior, was highly relevant. Jacy is an expert presenter. The activities and examples really helped us connect to the learning."

Shannon Higgins,

Resource Manager, Smart Solutions

Jacy's endnote was rated at 92% and had fantastic comments at our International Project Management Day! She knows what skills a PM needs in order to succeed. Attendees left talking about their own experiences and how they were open to new listening and speaking skills. We highly recommend her!

Dana Roberson

VP of Special Events, PMI-Rio Grande

The Brilliance of Resilience:

Custom Stress-Busting Strategies to Beat Overwhelm and Burnout

The burnout crisis is real, and the numbers are staggering. **23%** of employees are chronically burned out, and **47%** more are headed in that direction. Learn how to stop toxic judgement and turn challenges into growth opportunities.

- **Identify** specific signs that toxic judgement is negatively impacting thoughts and behavior
- **Stop** self-sabotaging behaviors with neuroscience-based tools
- **Apply** a three-step story-based tool to create a personal stress-busting strategy

Stop the Sabotage!

Stop Unintentionally Sabotaging Yourself (and Your Team)

We unintentionally sabotage ourselves (and by extension our teams) with perfectionism, people pleasing, and more. Learn to identify common self-sabotaging behaviors and use neuroscience-based pattern interrupts to stop them. From there you can build new, positive habits in their place.

- **Learn** the foundational neuroscience of habit formation and change
- **Execute** three different pattern interrupts to weaken Saboteur habits
- **Build** a personalized three-step plan to leverage Sage skills in times of stress.

Fair Is Fair, Until It Isn't

Core Values-Based Team Leadership

Does "fair" mean that everyone is treated the same, or that everyone is treated as an individual? The answer is: Yes. Recognizing a person's unique core values provides critical insight into what's most important to them. That insight enhances personal leadership (how we choose to act and behave) as well as external leadership (how we guide, support and inspire others).

- **Differentiate** between personal, professional, and organizational values
- **Prevent** and **resolve** conflicts with a three-step, core values-based process
- **Build** stronger relationships between team members and stakeholders

Stop Fixing and Start Coaching!

Crucial Coaching Skills for Healthcare Professionals

Leaders are problem solvers by nature. However, fixing has a dark side. When we fix everything it takes growth opportunities away from others. It also adds work to our full plates. Coaching lets you stop fixing and help others find their own solutions when problems arise.

- **Define** the difference between coaching, mentoring, and consulting
- **Learn** your why you take on problems instead of letting them go
- **Practice** three crucial coaching skills to empower others to solve problems

What Did Our Brains Just Say?

The Neuroscience of Effective Conversations in Healthcare

During a conversation, there's a neurochemical cocktail that's influencing everyone involved. While these influences are unconscious, we can learn the signs of neurochemical impacts, then use that information to enhance relationships and recover from disconnection.

- **Understand** the impact of different neurochemicals
- **Differentiate** three levels of conversation and how to switch between them
- **Apply** three neuroscience strategies to maintain healthy relationships



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