

Helping Healthcare Organizations & Professionals Grow



Jennifer FitzPatrick, MSW, LCSW-C, CSP
Speaker • Author

With over 20 years experience in healthcare, Jennifer holds a Master of Social Work (MSW) and is one of less than 800 Certified Speaking Professionals (CSP) worldwide.

The author of *Cruising Through Caregiving: Reducing The Stress of Caring For Your Loved One* and a gerontology instructor at Johns Hopkins University, she appears frequently in the national media.

Her programs help healthcare organizations and professionals:

- Navigate difficult personalities while providing excellent clinical outcomes
- Reduce employee stress and increase satisfaction
- Improve intergenerational communication with staff, patients and caregivers
- Create and maintain healthy professional boundaries

Provocative Personalities: How to Prevent Problems and Predicaments With Difficult Patients and Families

Patients and family members with personality disorders take up an extraordinary amount of time and energy. This program changes the way you view these “problem” people by helping you identify them early on before chaos ensues. You will walk away better understanding what makes them tick and how to better manage them. This game changer program is for audiences who want to maintain their sanity while providing excellent service to patients and clients who seem impossible to satisfy.

Benefits include:

- Helps staff save time and energy
- Better clinical outcomes for difficult patients and caregivers
- Improved strategies on how to de-escalate provocative patients and family members
- A blueprint for self-care when working with provocative patients and family members

Complicated Colleagues and Maddening Managers: How to Cope and Collaborate with Provocative People

Approximately 15% of all people have a personality disorder (DSM-5). These frequently undiagnosed conditions impair a person’s ability to reason and relate effectively with others. Working with someone who is overly dramatic, has difficulty respecting boundaries or needs excessive attention is not only exhausting but prevents healthcare organizations from reaching their goals. This program will unlock the secrets to understanding and collaborating with managers, subordinates and colleagues who have provocative personalities.

Benefits include:

- Decreased staff turnover
- Save time and energy working with challenging people
- Improved collaboration and communication in the healthcare workplace

Navigating Communication with Different Generations: Reducing Drama and Conflict in Healthcare

Today’s healthcare workplace is comprised of colleagues, vendors and customers from up to five different adult generations. Much like gender, socioeconomics and race, our generational affiliation strongly influences how we think, communicate and lead. In order for Traditionalists and Baby Boomers to collaborate more effectively with Generations X, Y and Z, everyone has to tweak their instinctive communication approach. This program will help improve morale and productivity, while reducing misunderstandings and resentment in healthcare workplace communication.

Benefits include:

- Increased productivity and profitability
- Better clinical outcomes for patients and clients
- Reduced drama, misunderstandings and conflict in the healthcare workplace

As Featured in:



Ready to discuss how Jennifer can help your healthcare audience?

Contact Marcia at **888-797-6700** to schedule a presentation today!
Marcia@BlueFeatherManagement.com



Testimonials

"Thank you for the event a couple of weeks ago! I can't wait until you can come back. Everyone (including myself) was so engaged and impressed by your knowledge and presentation. You are amazing."

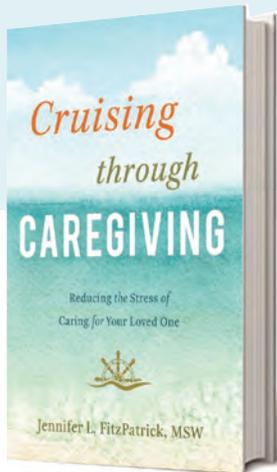
Kaitlyn Russo, Community Sales Director, Brightview Senior Living

"Of all the continuing education programs I've attended, the programs by Jenerations and Ms. FitzPatrick are by far the most interesting, thought provoking, and relevant to the work we do...she's a dynamic and inspiring speaker."

Laura Waldman, LCSW-C, National Institutes of Health

"Jennifer is by far the most compelling speaker I have used and/or heard to date."

Alison Ruchaevsky, Marketing Director, Green Hill, Inc.



Book Reviews

This is a useful resource from someone with vast experience, both as a gerontologist and a caregiver.

Kimberly Williams-Paisley, Actor and New York Times best-selling author of *Where The Light Gets In*

A must-read for all professionals, caregivers and all aging boomers!

Virginia Ford, MSN, CRNP
University of Pennsylvania Health System, Translational Research Center

Partial Client List

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| Alert Pharmacy Services | Easton Police Department | Life Care Planning Law Firms Association |
| Alzheimer's Association | Erickson Living | Methodist West Houston Hospital |
| American Case Management Association | Fox Rehab | National Association of Social Workers |
| Artis Senior Living | Georgetown University Hospital | Society For Social Work Leadership
In Healthcare |
| Bayada Home Health Care | HCR Manor Care | Sunrise Senior Living |
| Brightview Senior Living | Jefferson University Hospitals | University of Maryland |
| City of Alexandria | Johns Hopkins Hospital | |



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