

Please read the introduction as if you wrote it. This introduction sets the stage and prepares the audience for Vicki's program. Please don't say "I'm going to read what Vicki gave me." 😊 Thank you!

Introduction for Vicki Hess

If you want to improve employee engagement, reduce stress and burnout or retain valued employees, you're in the right place. Our speaker today is Vicki Hess. She's been teaching healthcare leaders & staff how to improve and sustain employee engagement for more than 25 years.

From Palm Beach Gardens, Florida, Vicki is an RN, Certified Trauma Professional, and "Top 5 Healthcare Speaker" for four years in a row. She is the author of a new book for healthcare professionals entitled *SHIFT to Professional Paradise in Stormy & Uncertain Times*. Her other popular books for healthcare leaders include *6 Shortcuts to Employee Engagement* and *The Nurse Managers Guide to Hiring, Firing & Inspiring*. Organizations that work with Vicki experience improved employee engagement, quality, productivity, safety and more.

When she's not helping clients, you'll find Vicki enjoying her stand-up paddle board, volunteering in the community or thinking about how grateful she is for her marvelous husband and growing family.

Please join me in welcoming Vicki Hess.