



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 x2206

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

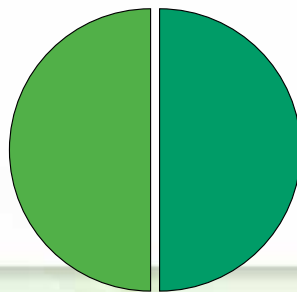
Timely, Relevant Educational Content

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 Rehnberg





RESILIENCE



Lynn Sullivan

The Choice Is Yours



LeAnn Thieman

How to Cope with Stress



Eileen McDargh

Resilience Skills for Caregiver Heroes



Lt. Cl. Waldo Waldman

Top Gun Resilience



Jeff Tobe

Leading in Turbulent Times



Bill Auxier

The Leadership Formula



Michele Matt

Start Fresh Each Day



David Gouthro

Choose to Choose



Donna Cutting

CARE Matters



Eileen McDargh

Resilient Leadership for Disruptive Times



Meg Soper

Bolstering Resilience



Dune Nguyen

Leadership through Adversity



Frank King

Social Distancing and Staying Sane

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!



Daniel Burrus

What will You be Remembered For?



Karen Jacobsen

Recalculating/ Pre-Calculating



Valerie Cade

Commitment to Conflict... Resolution



Vicki Hess

Professional Paradise in a Pandemic?



Naomi Rhode

Masquerading



ATTITUDE



Bruce Lee

One Word Can Make the Day



Donna Hartley

Fire Up Your Life: Raise Your Vibrational Energy



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



Tony Esteves

Bring Some Play to Your Day



Dr. Willie Jolley

Tools for Tough Times



Robert Grossman

Conquer Your Key Moments



David Savage

4 Coats, 2 Skills, and 1 Gift

COMMUNICATION



Marcus Engel

Staying Present While Distancing



Richard Hadden

Leadership in Times of Crisis



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



Jody Urquhart

Leading in Uncertainty



Brian Lee

Be a Storyteller



Steven Armstrong

Let's Listen



MOTIVATION



Carolyn Gross

Rise Above the Chaos



Donna Cardillo

Creating Light in the
Midst of Darkness



Marilyn Suttle

Lift Up Your Spirits



Michael Hoffman

Love Louder



Linda Edgecombe

Do You Want to Be
Happy?



Barbara Glanz

Simple Truths about
Appreciation



Marilyn Suttle

Lift Up Your Spirits



Shep Hyken

How to be Amazing



Naomi Rhode

You Are Our Heroes



Peter Legge

Hopegivers



Vince Poscente

The Emotional Buzz



Sarah McVanel

Never Lose the
Recognition Momentum



Alvin Law

E +/- R = O



Donna Cutting

The Power of
Checking In

PATIENT EXPERIENCE



Mark Black

Through Your Patients'
Eyes



Pam Tripp

Culture Eats Strategy for
Lunch



Dr. Michael Klein

Walking the Talk



Brian Lee

The Kindness Cure



Barbara Glanz

Making a Difference in
Every Interaction



Brian Lee

Relationships First –
Business Second



SELF CARE



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



Jennifer Buchanan

Purposeful Playlists



Blair Kolkoski

Service, Self-Care and
Contribution



Stephanie Staples

Emotional Wellness in
Turbulent Times



Pat Goodberry

Intentional Listening
Through Grief



Jerry Teplitz

Reducing your Stress
and Sleeping Better



Joe Tye

Managing Anxiety &
Inspiring Hope



Frank King

Take the Pledge



Clint Maun

You Absolutely Matter



Wayne Pickering

The Miracle of You

HUMOR



Scott Friedman

The One Minute Humor
Break



Sheila Brune

The Power of Laughter



Michael Kerr

Putting Humor to Work



Catherin DeVrye

Hope Happens



Patricia Morgan

Lighten Up



COMMUNICATION

Steven Armstrong	Let's Listen
Kathy Dempsey	Know Your Limits
Tim Durkin	Viva Leadership Model
Marcus Engel	Staying Present While Distancing
Marcus Engel	Kindness Care with Colleagues
Scott Friedman	Turn On Your GPS
Richard Hadden	Leadership in Times of Crisis
Brian Lee	Be a Storyteller
Marilyn Suttle	Subtle Shifts for Strong Leadership
Jody Urquhart	Leading in Uncertainty

RESILIENCE

Bill Auxier	The Leadership Formula
Donna Cutting	CARE Matters
David Gouthro	Choose to Choose
Frank King	Social Distancing and Staying Sane
Michele Matt	Start Fresh Each Day
Eileen McDargh	Resilience Skills for Caregiver Heroes
Eileen McDargh	Resilient Leadership for Disruptive Times
Dune Nguyen	Leadership through Adversity
Meg Soper	Bolstering Resilience
Lynn Sullivan	The Choice Is Yours
LeAnn Thieman	How to Cope with Stress
Jeff Tobe	Leading in Turbulent Times
Lt. Cl. Waldo Waldman	Top Gun Resilience

MOTIVATION

Donna Cardillo	Creating Light in the Midst of Darkness
Donna Cutting	The Power of Checking In
Linda Edgecombe	Do You Want to Be Happy?
Barbara Glanz	Simple Truths about Appreciation
Carolyn Gross	Rise Above the Chaos
Michael Hoffman	Love Louder
Shep Hyken	How to be Amazing
Alvin Law	E +/- R = O
Peter Legge	Hopegivers
Sarah McVanel	Never Lose the Recognition Momentum
Vince Poscente	The Emotional Buzz
Naomi Rhode	You Are Our Heroes
Marilyn Suttle	Lift Up Your Spirits

CHANGE/CONFLICT

Daniel Burrus	Anticipatory vs. Reactionary
Daniel Burrus	What will You be Remembered For?
Valerie Cade	Turning Conflict to Connection
Valerie Cade	Commitment to Conflict... Resolution
Vicki Hess	Professional Paradise in a Pandemic?
Karen Jacobsen	Recalculating/Pre-Calculating
Andrew Lewis	Quick Conflict Intervention Technique
Andrew Lewis	Conflict: When there's no time for it!
Michele Matt	Seek Comfort with Change
Joe Mull	Reset Expectations
Naomi Rhode	Masquerading

PATIENT
EXPERIENCE

Mark Black	Through Your Patients' Eyes
Barbara Glanz	Making a Difference in Every Interaction
Dr. Michael Klein	Walking the Talk
Brian Lee	Relationships First – Business Second
Brian Lee	The Kindness Cure
Pam Tripp	Culture Eats Strategy for Lunch

ATTITUDE

Kelley Dillon	Leaning into Emotions
Tony Esteves	Bring Some Play to Your Day
Robert Grossman	Conquer Your Key Moments
Donna Hartley	Fire Up Your Life: Raise Your Vibrational Energy
David Irvine	The Art of Caring Leadership
Dr. Willie Jolley	Tools for Tough Times
Darci Lang	Staying Positive in a Difficult Time
Darci Lang	Kind Leadership
Bruce Lee	One Word Can Make the Day
Stephen Tweed	Meaning and Value: Home Health Edition

SELF CARE

Jennifer Buchanan	Purposeful Playlists
Christine Cashen	Sanity Savers
Pat Goodberry	When Grief is Part of our Journey
Pat Goodberry	Intentional Listening Through Grief
David Irvine	The Paradox of Self Care
Karen Jacobsen	Listen to Your Inner GPS
Frank King	Take the Pledge
Blair Kolkoski	Service, Self-Care and Contribution
Clint Maun	You Absolutely Matter
Karen McCullough	4 Ways to Renew Your Energy
Wayne Pickering	The Miracle of You
Stephanie Staples	Emotional Wellness in Turbulent Times
Jerry Teplitz	Reducing your Stress and Sleeping Better
Joe Tye	Managing Anxiety & Inspiring Hope

HUMOR

Sheila Brune	The Power of Laughter
Catherin DeVrye	Hope Happens
Scott Friedman	The One Minute Humor Break
Michael Kerr	Putting Humor to Work
Patricia Morgan	Lighten Up



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 2206. Monday-Friday 8:00-4:30 MT

