



Emotional Intelligence: A Key Skill for Retaining Your Top Talent

Wednesday, September 14, 2022
10:00- 11:00am PST

*Presented by Gina Mazza, Owner,
Mazza Consulting and Coaching*

Program Description:

Retaining your top talent and keeping the level of engagement strong throughout your organization requires leaders that are empathetic and can also get the job done. Emotional intelligence is a key skill used by leaders that can balance both. Join us for this focused presentation designed specifically for those leading today's high pressured, fast paced home health and hospice organizations.

Program Objectives:

- Discuss the impact of strong emotional intelligence on the culture of your organization.
- Describe how to avoid common interpersonal responses to stressful situations that can destroy engagement levels.
- Discuss 3 strategies that enhance the emotional intelligence of the leaders throughout your organization.

Presenter:

Gina L. Mazza MBA BSN RN CPHQ, is a Registered Nurse with over twenty-five years' experience in the leadership of home health and hospice agencies. She held various leadership roles in home health and hospice organizations in western Massachusetts, then joined Fazzi Associates (a national research and healthcare consulting firm). Until 2018, Gina was one of the owners of the firm.

In her 15 years with Fazzi Gina provided consultation to home health and hospice agency leaders, planned and implemented best practice trainings and presentations, and was responsible for multiple service divisions. Gina has published numerous white papers on the realities, implications and the issues facing the home health and hospice industries. Gina is an Assistant Professor at Our Lady of Elms College in Chicopee, MA. She teaches leadership and healthcare management courses.

Gina is a member of Sigma Theta Tau, Honor Society of Nursing. She is a member of the National Association for Healthcare Quality (NAHQ) and a certified professional in healthcare quality (CPHQ) through NAHQ.

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Registration Fees

	Member Rate	Potential Member Rate
Attendee Registration	\$157	\$262

Payment/Cancellation Policy:

Payment must be made in advance of the program. Due to the expense of using the telephone/web hook-up, Webinar registrations may not be shared between agencies. Your registration covers the access of only **one log in** to the webinar. Handouts and related materials will be sent to you shortly before the program to the email address you provide. Refunds will be issued for those that cancel up to three (3) days prior to the program. Cancellations made less than 3 business days, or 'no shows' will forfeit the registration fee. Cancellations must be received in writing via e-mail.

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