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Introduction for Vicki Hess

Vicki Hess is an *Escape Artist*. She helps people escape from Professional Prison and provides their passport to Professional Paradise. She brings hands on business and healthcare knowledge as well as substantial training expertise to her professional speaking projects. In addition to over 25 years of experience in sales, management, and training, Vicki is a registered nurse and holds a masters degree from Towson University in Human Resource Development.

Her passion is using a shift in your viewpoint to create Professional Paradise for yourself, your coworkers, and your customers.

Vicki is the author of the *SHIFT to Professional Paradise* and her newest book, *The Nurse Manager's Guide to Hiring, Firing & Inspiring*, which is due out in April 2010. She publishes *Postcards from Professional Paradise* a free monthly e-newsletter which you can sign up for at her vickihess.com website.

Vicki is proud to be one of about 10% of speakers worldwide to have earned the Certified Speaking Professional (CSP) designation awarded by the National Speakers Association and the International Federation for Professional Speakers.

She continues to learn everyday from her two almost grown sons and husband what is really important in life. Please join me in welcoming Vicki Hess.