

VICKI HESS, RN, MS

ViewpointShift™



About Vicki Hess, RN, MS

Vicki Hess has mastered the art of ViewpointShift™, giving people the tools to assess situations, understand the causes and effects of their behaviors and craft solutions which serve multiple stakeholders.

She brings substantial training expertise as well as hands on business and healthcare experience to her projects. Her more than 20 years of work experience included sales, training and management:

- ◆ Vicki was promoted by Xerox to major accounts sales after only six months while winning achievement awards;
- ◆ Vicki managed the training department at a computer company, contributing to the growth of the number of franchises exponentially in three years;
- ◆ Vicki met the training and development needs of almost 6000 healthcare employees for LifeBridge Health, including leadership development, team building and customer service.

Since founding Catalyst Consulting in 2001, Vicki has positively influenced thousands of employees and managers in associations, corporations and non-profit organizations nationwide. Vicki provides new ideas and insight and acts as a catalyst for workforce development.

Vicki's presentations are:

- ◆ Interactive — involving individual, partnered and small group work
- ◆ Introspective — focusing on the individual's work environment
- ◆ Engaging — interacting with audiences through exercises, group work and humor
- ◆ Thought provoking — introducing new ideas and concepts
- ◆ Action oriented — focusing on the application of learned material.
- ◆ Vicki has her finger on the pulse of employee needs and management concerns for today's workforce.

When Vicki is not presenting to employees and managers, she is an adjunct professor in the graduate school of business at The Johns Hopkins University and serves as co-chair for the Leadership Development Committees for Meetings Planners International (Potomac Chapter). She is a member of the Society for Human Resource Management (SHRM), the Chesapeake Human Resources Association and the National Speakers Association. Vicki is a registered nurse and holds a masters degree from Towson University in Human Resource Development.

Testimonials

Of the many managers with whom I have had the opportunity to work, Vicki stands out as probably one of the most creative, resourceful and industrious.

Neil Meltzer,
President and COO, Sinai Hospital of Baltimore

Specific 'real life' examples were incorporated into the program — the presenter knows what she is talking about! Very refreshing!!

Cathi Arshad,
Nurse Manager, St. Agnes HealthCare

SHRM Annual Conference—\$995
Starbucks coffee to keep you warm at SHRM conference—\$5.00
[Vicki Hess] Session—priceless.

SHRM National Conference Attendee

Best, most engaging presentation I've seen in months.

Sheila Cox,
President, Performance Horizons

Vicki is very energetic. She knows her material. Very genuine."

Jayne Germer, Vice President, NCLA

"Great rapport with group, interactive presentation, lots of content in a short period of time."

Melanie Sipes,
HR Consultant, Zurich North America

Vicki was a dynamic speaker and brought extremely valuable information that I will definitely use. Topic should definitely be repeated.

SHRM National Conference Attendee

A Sample of Vicki Hess's Clients

- ◆ Allegis Group
- ◆ ARINC
- ◆ CareFirst BlueCross BlueShield
- ◆ Carroll Independent Fuel
- ◆ DLA Piper Rudnick Gray Carey
- ◆ EURO RSCG 4D
- ◆ Four Seasons Hotels
- ◆ KPSS, Inc.
- ◆ LifeBridge Health, Inc. (Sinai Hospital & Northwest Hospital)
- ◆ Management Recruiters International
- ◆ Social Security Administration

A Few of the Conferences & Retreats Where She Has Presented

- ◆ American Healthways — National Meeting
- ◆ American Optometric Association — Leadership Meeting
- ◆ American Physical Therapy Association — Private Practice Section National Meeting
- ◆ American Society for Healthcare Human Resources Administration National Meeting
- ◆ Four Seasons Hotel — North American Training Managers Meeting
- ◆ Independent Power Human Resources Association National Meeting
- ◆ Maryland Association of Healthcare Recruiters State Meeting
- ◆ Maryland Bankers Association Leadership Conference
- ◆ National Federation for Licensed Practical Nurses
- ◆ National Nursing Staff Development Organization National Meeting
- ◆ Society for Human Resource Management (SHRM) National Meeting