



“Leading Your Team To A Culture Of Compassion”

This rockin' keynote speech is for leaders in health care who want to inspire their teams to create a culture of compassion so they can increase patient satisfaction. If you want to show your staff how to connect with their patients, identify potential issues before they become a problem, and empower care receivers to become their own advocates, then maybe it's time to tap into some feedback directly from one of your most savvy consumers.

A culture of compassion is about creating an environment where patients feel listened to, encouraged, and equipped to handle their health challenges. Leaders who want to propel their organizations to the next level will walk away with immediately actionable strategies for how to teach their staff what they can do to make each patient feel like they are receiving more compassion, which will ultimately increase patient satisfaction. Count on the real-world patient perspective from Jake French to assist you in passing down the advice from an actual consumer of your product that will help you make your teams more passionate and profitable!

Learning Objectives:

- Participants will be able to identify at least one new strategy to connect with patients
- Model a mindset they can teach that empowers care receivers to become their own advocates
- Participate in an exercise that breaks our habit of rejecting ideas so we can develop a culture rich in idea sharing, fresh thinking, and trust
- Model one technique leaders can use to lift up the people around them so they can create an upbeat atmosphere for their teams and patients

This presentation is a keynote style speech, ranging from 45 - 90 minutes. Speaker travels out of Portland, Oregon. jake@jakefrenchinspires.com 541-993-3359

Biography: After a freak accident left Jake French a quadriplegic, he spent 9 years collecting insightful strategies that would have dramatically improved his experience as an end user of your services. Join Jake for this in-depth look at what influences a patient's perception of their care. As a published author, Jake has firsthand experience in what needs to happen to keep organizations and employees moving forward when facing challenges. Today he rocks the stage, compelling audiences to laugh as they learn, and think creatively about no cost strategies to innovate in your quest to develop leaders and improve the patient experience.