

PROFESSIONAL DEVELOPMENT & **TRAINING PROGRAMS**

You can attend an individual session or all four sessions!
Register online at AveraSolutions.org

March 21, 2019

POWER OF CIVILITY - MARCH 21

- Defines civility including: politeness and courtesy in communication.
- Defines workplace conflict.
- Explores strategies to enhance civility and encourage a healthy and productive work atmosphere.
- Improves self-awareness.



“One of the best classes ever!”
“Content was spot on.”
“Gwen was at her best!”
“This should be taught every year.”
“She has great engagement with participants.”

Gwen Maag, BSN, RN-BC

Education Manager
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Gwen has varied levels of experience in Long Term Care, acute care, home care and hospice and supervisory experience within administrative positions. She is ANCC certified in Medical/Surgical nursing and Gerontology.

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