

# PROFESSIONAL DEVELOPMENT & **TRAINING PROGRAMS**

You can attend an individual session or all four sessions!  
Register online at [AveraSolutions.org](http://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.