

Event Location:

Rio Vista Recreation Center
8866 W Thunderbird Rd
Peoria AZ 85381

Light breakfast and refreshments served



Ahead of the Reimbursement Curve!



These classes are far beyond simple customer service training

We offer interpersonal and communication skills training for your staff that will:

- Improve the patient experience and increase reimbursement
- Provide tools and learn skill sets to make patients feel cared for, not worked on
- Build a more collegial work environment and reduce staff turnover

Event Pricing

- Registration fee for each 4 hour class is **\$199**
- 2nd employee can attend for **\$175**
- 3rd and subsequent employees can attend for **\$150 PP**

Enjoy a 10% discount when you register and prepay for all 4 classes.

February
8 1st Impression,
2nd First Impression,
3rd First Impression

April
12 Incivility in the
Workplace

June
14 The Power of Touch,
Tone, & Space

August
9 A Lasting Impression

All classes are from 7:30am - 11:15am

Register Today!

Limited space so call today to register: **602-677-1614**

To register online, go to www.PassionForPatients.net under the 'Events' tab.

Payment required at time of registration.

About The Speakers

Gina W. Ore is a Dynamic Visionary Consultant for Respectful Communication with a Masters Degree in Innovative Leadership. Through her Passion for Patients™ consulting program she teaches healthcare professionals more effective ways to engage and communicate with staff and patients so that they can increase profit margins, recruit and retain the best and most talented staff and boost patient satisfaction scores.



Gina has enjoyed a successful 25-year career in relationship engagement and successful fundraising. She has worked closely with and developed deep connections with medical professionals, generous donors, and dedicated volunteers who have supported healthcare, human services and medical research.

In addition, she has worked in the largest physician-owned practice in the state of Arizona and participated in health system acquisitions. Through these interactions, affiliations, and experiences, Gina has come to understand the powerful impact that surrounding patients with high-touch care can have on the healing process.

Gina is dedicated to helping clients find simple and effective ways to inspire their team to create a 5-star service culture that results in higher patient satisfaction and an increase in revenue.

Judge John R. Ore spent forty years in the justice system, both in the military and in Arizona. Throughout his career, John has been extensively involved in training and personnel development. As an Army paratrooper and a military policeman, he was called upon to train military police trainees newly assigned to his unit. During a 22 year career with the Tempe, Arizona Police Department, he was a Field Training Officer and was also assigned as a Basic Training Sergeant at the Phoenix Police Regional Training Academy. He developed an Interpersonal Communication training program and taught that class at the Academy for several years.

In 1994, John was elected to the Maricopa County Justice Court Bench in Tempe, where he presided over one of the busiest courts in Arizona. He was unanimously elected to serve as Presiding Justice of the Peace for Maricopa County, and became extensively involved in judicial training for the Supreme Court of Arizona. He has taught in New Judge Orientation for the Arizona Supreme Court, and has provided in-service training for experienced judges through the Arizona State Justice of the Peace Association, and through the National Judges' Association.

John was selected as the Outstanding Young Law Enforcement Officer for the State of Arizona in 1975; he received the Service Above Self Award from Rotary International in 1998, and received the Hon Kachina Award for outstanding volunteerism that same year. He is a graduate of Arizona State University and the F.B.I. National Academy, and has completed courses in Training Administration from the Traffic Institute at Northwestern University and through Arizona P.O.S.T. As a presenter for Passion for Patients™, John specializes in providing training in interpersonal communication techniques, verbal and non-verbal communication, proxemics, and incivility in the workplace.

