

By Popular  
Demand

# Verbal Judo

is back!

with  
Mike  
"Ziggy"  
Siegfried

 November 5, 2020

 12:00pm - 1:00pm

 Virtual Webinar

*Building a Culture of  
Dignity and Respect  
at Work and Home*

- learn appropriate “presence and words” to calm difficult people who may be under severe emotional stress or other influences
- create a culture of mutual respect using the five universal truths

## Intended Audience:

Patient Representatives/Advocates/Access/Liaisons, Volunteer Coordinators, Translators, Physician Practice Staff & Managers, Frontline Staff, Nurses, Patient Safety, Quality & Risk Staff, Billing Representatives, Security Staff and interested staff members

**REGISTER HERE!**

<https://cassattgroup.com/services/healthcare-risk-management/>