

## Vicki Hess Testimonials

Vicki continues to not only "Wow" our attendees, but keep them on the edge of their seats. She has done such a great job that we have her coming back for the 3<sup>rd</sup> year in a row. I look forward to another great session!"

Brian Sands, MD SHRM State Conference Co-Chair 2004-Present

Vicki delivered a powerful opening keynote at our annual conference with her *Professional Paradise* presentation. Our diverse audience was engaged and excited about getting back to the workplace with a new mindset. Numerous participants specifically referenced Vicki on conference evaluations, describing her as "awesome." After working with Vicki, seeing her in action and reviewing our conference evaluations, I'd have to agree – Vicki is nothing short of *awesome*.

Kristi Yowell, Training & Development Manager, Towson University

I cannot thank you enough for inspiring the staff of Baltimore County Dept of Aging at our annual Staff Learning Day. You have created tremendous "buzz" in our office today (the day after hearing you speak). Thank you for your insights & tips to guide us to, and keep us in, Professional Paradise! I have been a fan of Viewpoint*SHIFT* for years now, and I find your unique perspective to be a powerful change agent to truly shift my thinking into the most positive realms.

Michelle Marseilles, Manager, Caregivers Program,  
Baltimore County Department of Aging

Things are going exceptionally well... The team is so much stronger and productive... So, all in all, we could not have asked for a better outcome from your intervention. Thank you and we'll keep you in mind for another rescue scenario.

Chief Medical Officer and Sr. VP, Medical Affairs, Community Hospital

The presentation provided by Vicki Hess not only imparted new information, but more importantly, left a deep impact on feelings, values and motivations that made a lasting change in behaviors.

George Casey, Ph.D., Assistant VP for Human Resources,  
Loyola College of Maryland

Vicki assisted our organization with creating a comprehensive service excellence culture change strategy... Vicki delivered training to approximately 2000 employees with consistently high evaluation ratings. One and a half years later, our in-patient and overall satisfaction ratings have seen a statistically significant improvement.

Joy Goldman, St. Joseph Medical Center

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I have my opinion, Vicki Hess is Fantastic! Vicki's messages are targeted, timely and sustainable by all audiences. But, I also like to hear what our staff has to say about Vicki. The most common response, "WOW" Vicki was great; I can apply these lessons to my professional AND personal life."

Ryan McShane, Human Resource Officer,  
Baltimore County Department of Aging

Vicki worked with our firm during the last year on our Internal Customer Service Initiative. It involved initial analysis, a series of training programs with a follow up survey, the results of which showed improvement. The firm management was very pleased particularly because Vicki's program provided us with the tools we needed to measure the progress. It was a very successful process.

Patricia J. Fitzgibbons, Firm Director,  
Human Resources, McKee Nelson LLP

I just wanted to let you know how much I enjoyed Staff Training Day. It is the best one that I have attended in my thirty years with the department. Vicki Hess was great and she gave me a new outlook on life! Thank you for planning an excellent day.

Gloria D. Carney, Center Director, Cockeysville Senior Center

We were reading a chapter each week in our staff meetings, followed by group discussion and completion of the exercises. This book could not have come at a better time! My sales staff was entering into a new year filled with uncertainty, a tumbling economy, nothing but negativity on the nightly news...and me looking for creative ways to inspire sales when it appeared as if there were none to be had. In addition, I have a very tenured staff, which can sometimes pose challenges. Your book helped give my team new ways to tackle old problems and reminders to step back and think about what they really can control.

The tips contained in your book helped the staff help each other. When I overheard an account manager express frustration over a lost account, a co-worker spoke up and said "SHIFT!" That was all it took for this person to remember your techniques. I would recommend your book to anyone looking for a new way to present personal control over attitude and the positive impact on overall well-being.

Patty North, CPC, Regional Manager,  
Celebrity Staff, a division of C&A Industries

Thank you again for your wonderful presentation. It was a pleasure working with you...Because of your expertise and terrific presentation skills, we were able to offer both hospitals and agencies a wealth of knowledge to take back to their respective offices."

Beth Brown, RN, Director, Chesapeake Registry Program,

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Maryland Hospital Association

Vicki put the word "motivation" into the phrase "motivational speaker". She is informative, high energy, entertaining and really leaves you with something to think about. I would highly recommend her to any audience.

Karyn Gold, Employment Specialist, Carroll Hospital Center

I am so glad I had the opportunity to attend the "Shift to Professional Paradise" workshop taught by Vicki Hess. Learning a more productive way to handle negatives in the workplace is a skill everyone could benefit from. The workshop taught me how to shift my thought process to a way in which to create positive outcomes. The workshop was well worth the time.

Shelly L. Eureste, HR/PR Administrator, Acme Paper & Supply Co., Inc.

It was good having you at ARINC again. Your presentation was humorous and engaging and sent a very important message to the attendees. I've heard great feedback on the program, including a lot of references to POW and WOW!

Joan Decker, Controller, ARINC Inc.