Session Description:
We are sometimes reluctant to confront behavior that does not align with the standards of our organization because we are afraid we will jeopardize a relationship or because we aren’t sure how to deliver the message. In either case, the cost of our silence is that we permit the behavior. In essence, we endorse the behavior: what we permit, we promote. If you allow behavior to occur such as, tolerating leaders that treat employees badly, you are in essence promoting it, resulting in reduction of productivity and low morale.

It may be that at times leaders permit things because they do to not know how to handle them. In this session you become fully aware of what your organization is permitting, thus promoting.

Tactics Discussed:
- Standards of Behavior
- Leadership Development

Presenter:
Bob Murphy, RN, Esq. FACHE, Senior Leader, National Speaker & Coach
This well-known operations leader and national healthcare presenter joined the Studer Group in 2006 after spending more than 23 years in healthcare. His extensive experience includes work as a phlebotomist, nursing assistant, registered nurse, department leader of emergency/trauma services, quality leader, risk manager and chief operating officer. Murphy is also an attorney and licensed fork-lift operator. He continues to work clinically as a paramedic in Florida. He is board certified in healthcare administration and is a Fellow of the American College of Health Care Executives.

Most recently, Murphy served as the Senior Vice-President and Administrator for Baptist Hospital in Pensacola, Florida. His connection to Quint Studer, Founder and CEO of Studer Group, began at Baptist in 1996 when Murphy began working with Studer, then-president of the hospital. Murphy’s efforts, along with others, have led Baptist Hospital to be ranked among the top 1 percent in healthcare customer service for over eight consecutive years. Baptist Hospital was also named as one of Fortune Magazine’s 100 Best Companies to Work For in America for six years and awarded the Malcolm Baldrige National Quality Award for Health Care in 2003.