

About Vicki Hess RN, MS, CSP



"I must take a moment to commend you on the time, effort and resources you invested in ensuring our leadership offsite meeting was a success. Specifically, you took the time to tour our site ahead of time to get a feel for our work environment. I was impressed that you sent an electronic survey to all invited managers ahead of time and provided us with real time results during the session. Your follow up a week after the presentation with recommendations and possible next steps allowed us to refresh and renew our commitment to keep the positive energy going.

In my many years of HR experience I have not had the pleasure of working with such a professional and caring presenter as yourself. Some organizations invest in a presenter and hope for the best. We invested in you and found our "WOW" moment.

On behalf of the entire leadership team, THANK YOU!"

Deloris S. Tuggle
Vice President, Human Resources and
Organizational Development/CHRO

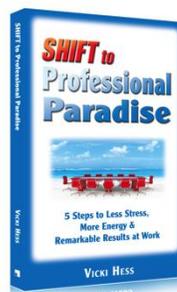
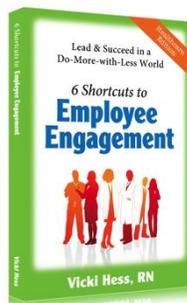
A highly regarded speaker, author, facilitator and consultant, Vicki provides her clients with **expertise in employee engagement** as well as workforce and leadership development. With more than 30 years of hands-on business and healthcare experience, Vicki's purpose is to provide **inspirational and evidence-based strategies for workplace engagement** to change thinking and improve outcomes. She works with healthcare organizations and associations across the country to **positively impact employee engagement** through consulting, workshops, retreats and keynote presentations.

Vicki holds a **BSN from the University of Florida** and a **Master's Degree in Human Resource Development from Towson University**. She was an **adjunct professor at Johns Hopkins University Graduate School of Business for five years**.

Vicki is the **author** of four books. She also **writes for industry and association publications** including *Hospital & Health Network*, *Becker's Hospital Review*, *NurseTogether.com*, and others..

Vicki began her work in nursing as a second career in the early '90s as a **Staff Nurse**. She was fortunate to join the Staff Development department of Sinai Hospital, an urban teaching hospital in Baltimore, Md., which eventually became part of a major health system, LifeBridge Health. Ultimately, she was responsible for the non-clinical training and development of 6,000 employees system-wide.

In 2014, she was voted a **TOP 5 Healthcare Speaker** by Speaking.com for the **fourth year in a row**



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