



41st Annual Fall Conference

September 14th – 16th, 2016

Key Note Speaker

 (850) 777-8142

The Power of *E4*

 Excellence Engagement Empathy Energy



Eli Pagonis, B.S, M.S.

The Power of E4, LLC, provides assistance to service organizations around the country. We offer a renewed focus on the most important asset you have; your employees. By implementing the 4 E's, Excellence, Engagement, Empathy and Energy; your organization will experience a reinforced commitment that your employee family is valued and ultimately leads to improved overall satisfaction.

Eli Pagonis, Founder and CEO, played an integral role in Baptist Health Care's journey to excellence for 12 years. He was born in Pensacola, FL, and is the child of Greek immigrant parents where laughter, food, and love abound in their home. The movie My Big Fat Greek Wedding is a documentary of his life. He is married to his college sweetheart, Dina, and they have three children, Daphne, George and Joshua.

At Baptist Health Care, Eli directed their corporate university, Baptist University. He provided training for leaders, staff, physicians, local business leaders and community agencies. Over his 12 years with BHC, Eli has been a highly sought after speaker, educator and motivator and has presented to thousands of front line employees and senior executive teams across the nation and Canada. Eli shares his passion of doing the "right thing for the right reason" through his many motivational learning seminars that are customized for each individual audience and include a focus on cultural transformation, employee engagement, effective patient/staff communication, accountability and more.

Eli holds a Master of Science in Counseling and Psychology and a Bachelor of Science in Psychology, with a minor in Music and Business Administration from Troy University. He is certified as a Myers Briggs trainer and served as a two-year adjunct professor at Pensacola State College.

Wednesday, September 14th

Believe in the Power of Caring

Each employee plays a crucial role in a patient and family member's total experience while in our care. Within this seminar we will explore what our organization's mission statements really mean to our patients and to us individually. Believe in the Power of Caring helps participants gain a better understanding of how the engagement of your employees helps drive your organization's culture and overall patient/family experience. We identify the fundamentals necessary to aid in the positive interaction with employees and the communities served. We explore the basic building blocks that support an exceptional patient/customer experience and leads to exceptional results. This interactive session offers not only the importance of what we do, but also the why's and how's in building an organization founded on excellence.

Thursday, September 15th

Patient Centered Communication, PCC 1-2 hour keynote

As human beings we believe that our method of communication is the best. It is clear, concise and makes an impact. The reality is that without a consistent approach; communication tends to be vague and confusing and ultimately can lead to mistakes that can be life threatening. PCC introduces you to the importance of saying the right words at the right time to create systemness within your organization. This approach identifies universal statements that are important to the organization and create consistency when faced with daily challenges in your organization. By identifying these key statements; it helps providers obtain confidence that helps lessen stress and anxiety for all.

Course Objectives

- Have a clear understanding that a consistent message will provide alignment to the organization's mission, vision and values
- Create and identify real-life situations specific within the organization and apply techniques learned

Friday, September 16th

Narrowing the Generational Divide 1-2 hour keynote

There is a constant misunderstanding between generations within the workplace. Today more than ever there are more opportunities to create discourse among employees due to a difference in beliefs, values and ethics. Narrowing the Generational Divide provides participants with increased awareness and appreciation of the generations that are present in today's workplace. We will explore how differences in ethics, values and traditions not only differ between generations, but through understanding of these differences, can result in rewarding dynamics and outcomes.

Course Objectives

- Recognize that individual differences are based partially on generational demographics
- Discover how diversity is a strength and creates alignment within the organization through tolerance and acceptance
- Uncover that the different generational perceptions influence not only your work life but also your family life