

# Managing Disruptive Behavior

*Impact on Safety and Quality*

## Session Description

This half-day to full-day tools packed, interactive seminar will enable you to address disruptive behavior with competence and confidence.

By the end of this course, you will be able to:

- Make the business and clinical case for preventing and managing disruptive behavior.
- Manage legal risks, public relations risks, and Joint Commission risks by equipping your leaders and managers with the tools to address this barrier to high performance and quality.
- Apply concepts and techniques of managing disruptive behavior using “real-life” cases and exercises.
- Develop a plan of action to remove this barrier to high performance, safety, and quality.

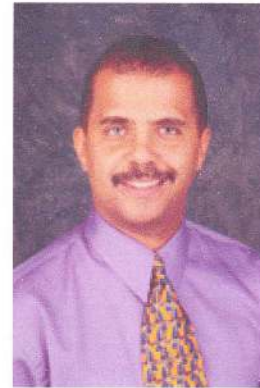
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**Session Length:** Half day or full day – **content can be customized based on timeframe needed.**

**Room Set Up:** Prefers crescent rounds but classroom or lecture seating is acceptable

**AV requirements:** LCD, wireless lavalier, screen, 2 flipcharts, black and blue markers

*William “Marty” Martin, PsyD, MPH*



**Dr. Marty Martin, licensed psychologist, national and international speaker and former HR executive combines his unique background and education to deliver keynotes, half and full day training and educational seminars. Marty currently serves on the Aurora Health System Board chairing the Social Responsibility Committee and sitting on the Executive Compensation Committee. He also serves on the Human Resources Committee of the Gateway Foundation, one of the nation’s largest behavioral health and substance abuse organizations.**

**Marty has written about disruptive behavior including the article “Is Your Hospital Safe?” which appeared in Hospital Topics.**