



# Civility Management Solutions

Optimizing performance, productivity and health

Call (814) 662 – 5338 [www.ErieHealthEducation.com](http://www.ErieHealthEducation.com) Insight Therapies, LLC

## HR, MANAGERS, AND LEADERS NOW HAVE A FAST, EASY SOLUTION TO CREATE A CIVILITY WORKFORCE

### The Leader in Civility & Stress Management Expertise

Personal Growth Management Inc., is the leading provider of technology driven programs which includes an online Stress and Civility Program (SCP) which is a self-management program in an exclusive partnership with Insight Therapies, LLC providing Civility expertise (Anger Management & Stress Management) employee support, and management services to our prospective partners.

### Civility, Respect, and Engagement in the Workplace

Our featured product and support service is designed to promote civility and wellness within the workforce. We build products to empower people with the tools, coaching and support to self-manage civility, emotional health, stress, and respect within the workforce while enhancing employee quality of life, and relationships, improving performance outcomes, and optimizing efficiency. We designed our program with an employee family focus for the modern family to help combat the rise of incivility in today’s society. Program includes resources available for members to support their families. Adults can find resources available for youth ages 11 to 18 years old.

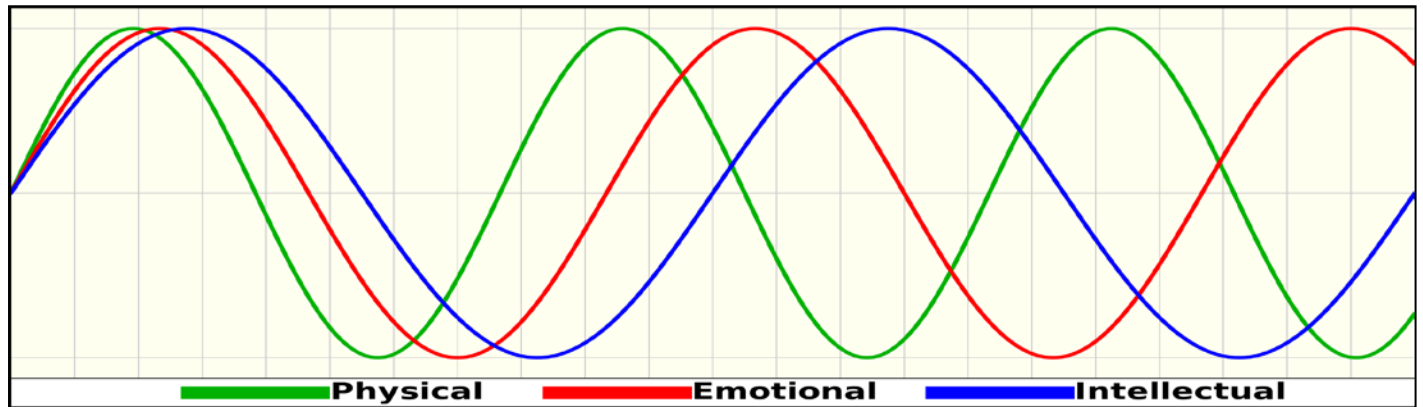
### Technology, Service and Support

<u>Program</u>	<u>Management Support</u>	<u>Hire Us As Needed</u>
CIVILITY THERAPEUTIC & WORKFORCE SELF-MANAGEMENT  Social & Emotional Health Program  <b>Improving Emotional Health AND Employee Performance</b>	CONSULTING, TRAINING & PROGRAM PROVIDER <ul style="list-style-type: none"> <li>○ Contractual Management Support</li> <li>○ Training for Department Leaders</li> <li>○ Support for Employees</li> </ul>	CONSULT IS HANDLED TWO WAYS: <ol style="list-style-type: none"> <li>1. HR direct <b>employer fee</b></li> <li>2. <b>Employee self-pay</b></li> </ol> Mandated by: <ul style="list-style-type: none"> <li>✓ Hiring Interview Compliance</li> <li>✓ Civility HR Compliance Resolution</li> </ul>



## EMOTIONAL MANAGEMENT

Conflict Resolution | Emotional Management



### Program Description

PractitionerPro® is a self-regulated program that focuses on relaxation skills while introducing behavior strategies to manage anger, stress and conflict while enhancing interpersonal skills. Participants of the program learn an important link between conflict resolution and interpersonal skills by learning assertive communication skills, anger management, and stress management. Research consistently shows that self-regulation skill is necessary for reliable emotional well-being.

### Why it Works

*Stress Management self-regulation* skills relieve stress and release tension. Stress Management balances emotions, and provides coping skills essential for Conflict Resolution Healthy Management skills. Positive conflict resolution skill management requires the ability to remain calm and *focused*. *The ability to successfully resolve conflict depends upon the ability to manage stress.* PractitionerPro® focuses on introducing behavior strategies for identifying and managing anger, stress and conflict while enhancing emotional intelligence and assertive communication.

## How it Works

PractitionerPro® teaches principles and the practice of stress management using a formula of tools through interactive exercises of videos, audios, patient care kits, workbooks and worksheets. The activities, relaxation techniques (Guided Imagery, Progressive Muscle Relaxation, Soothing Music, Meditation Aids) and cognitive restructuring worksheets (Assertiveness, Anger Control, How to Handle Stress) and Deep Breathing Relaxation Exercise Instruction are relatively brief (15-20 minutes) targeting to develop self-regulation skills, prompt life skills, learn to manage reactions, emotions, and improve emotional health.

### **Purchase our program or work with us**

Product is available by: Purchasing DVD, CD & licensing fee agreement or contractual partner fee (based upon the number of employee users) or employee assumes fee for services (Interview or civility policy employer compliance mandates).

### **Helping Healthcare Fulfill JCAHO Standards**

**“Zero Tolerance” for Disruptive Doctors and Administrators ~ New Joint Commission Disruptive Behavior Standard** (effective January 1, 2009).

**PractitionerPro® Civility Management Solution Programs** are consistent with the Joint Commission Requirements New Behavior Standard and Revision to LD.03.01.01, EPs 4 and 5 including compliance fulfillment to the Sentinel Event Alert, Issue 40: Behaviors that undermine a culture of safety, bearing or reference to issues associated with inappropriate “unprofessional behavior.”

### **Helping National & International Businesses and Corporations**

**PractitionerPro® Civility Management Solution Programs** are recognized as a leading expert on civility and stress management in the workplace ~ **recognized nationally (in all 50 USA states, courts & employers) and 18 international countries** | AE (armed forces in Europe, the Middle East, Africa, and Canada) | US Military Service BAHRAIN | BERMUDA | BRAZIL | CANADA | CHINA | CURACAO | GEORGIA | GREECE | JAPAN | ISRAEL | ITALY | MEXICO | NEW ZEALAND | NIGERIA | PUERTO RICO | TURKEY | SINGAPORE | UK

**(814) 662-5338** Insight Therapies LLC Erie, PA  
National & International Support

**Martha Watson, PhD**, Founder of PractitionerPro®,  
Civility Expert, Diplomate of NAMA, CAMS-II

