

Light Bulbs Go Off When Staff Learn the Skills

“ I see light bulbs go off when we do the training and I have personally had staff come back to me and tell me about experiences of what they did, how they used the techniques with confrontational people, and how they see great reductions in stressful situations.

— Kimberly Mattingly, Nurse Educator, HCA Healthcare

Source: Kimberly Mattingly, Nurse Educator, HCA Healthcare



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