



KAISER PERMANENTE®

Mike Hourigan trains staff to relate better to co-workers

With an explosive physical presence and a steady stream of one-liners, Mike Hourigan led two groups of Capital Area Kaiser Permanente employees through day-long interpersonal relations seminars April 27 and 28 at the Century House in Latham. A professional speaker and management consultant, Mike has made similar presentations for companies throughout the nation, including Disney Imagineering, Lucent Technologies, Marriott International, Eastman Kodak Co., and the US Army.

Entitled "How to Work with Almost Anyone, and Increase Patient Satisfaction," Mike's presentation combines the comic energy of Robin Williams with the corporate wisdom of Lee Iacocca. He prescribes common-sense-based behavioral methods to foster better interpersonal relationships in the office and with outside customers.

The course comes at good time, as there is no shortage of legitimate concern and anxiety among employees as changes unfold for the Northeast Division. Hourigan was aware of this and warned of the impact that negative employees have during challenging times.

He stressed that this attitude does not benefit anyone, does little in contributing solutions to the big picture, and only succeeds in making the workplace more stressful. Unfortunately, most of us are not always aware how our idle comments may affect others, and subsequently the mood of our workplace. As Mike pointed out: "We judge ourselves by our intentions. Others judge us by our actions."

If you would like to find out more about Mr. Hourigan's seminars, contact Donna Savaria in Capital Area Administration at ext. 35933.