



DR. ANTHONY ORSINI

KEYNOTE SPEAKER,
AUTHOR &
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PHYSICIAN

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SPEAKER MEDIA KIT

SPEAKER BIO



Dr. Anthony Orsini is a practicing intensive care physician, and author of the book, *It's All in the Delivery - Improving Healthcare Starting with a Single Conversation*. Widely considered an expert in communication, relationship building, and enhancing the patient experience, Dr. Orsini has been a frequent national speaker in both the healthcare and business industries.

Profoundly impacted by an early career experience and the discovery that even the most successful and well-respected physicians often struggled with their communication skills, Dr. Orsini has spent the last 25 years developing proven communication techniques that teach others how to quickly form trusting relationships with patients, co-workers, and employees.

In 2011, he founded [The Orsini Way](#), a company that provides communication training for healthcare and business professionals. He has appeared in national news and his work has been featured in the most prestigious publications in business, healthcare, and HR, including Forbes Magazine, Medical Economics, and Fox News.

His recent TED talk "How the Human Connection Improves Healthcare" is being used by medical schools and colleges across the United States and has been viewed over 250 thousand times.

Dr. Orsini's presentations are consistently ranked among the highest at retreats and conferences. He shares his wisdom and passion on his podcast, "Difficult Conversations-Lessons I Learned as an ICU Physician", which reached the Apple Top 100 in just a few weeks.

AREAS OF SPECIALIZATION

- Leadership
- Executive Communication
- Difficult Conversations
- Patient Experience

POPULAR PRESENTATIONS

NAVIGATING DIFFICULT CONVERSATIONS

Through his decades of research and experience as an ICU physician, Dr. Orsini has mastered the key elements required to navigate through difficult conversations in the most effective and compassionate manner.

Perfect for physicians, risk managers, HR executives, and business leaders, this presentation teaches the communication skills necessary to positively influence challenging situations encountered daily.

TARGET AUDIENCES

- **Managers**
- **Business Leaders**
- **HR Professionals**
- **Healthcare Leaders**

LEARNING OBJECTIVES

- Learn how to use compassionate communication to build trusting relationships quickly
- Understand emotions and how they impact interpersonal dynamics (emotional intelligence)
- Master verbal and non-verbal techniques used to de-escalate difficult conversations and convey empathy in any situation
- Become familiar with customer/employee / patient-centric communication
- Learn key communication insights that lead to effective leadership, especially during times of uncertainty and crises

POPULAR PRESENTATIONS

LEADERSHIP SKILLS FOR WHEN TIMES GET TOUGH

Communication is no longer a “soft skill”. In fact, it is the most critical leadership skill and competency required for empowering people and teams to reach their full potential. In this time of uncertainty, when you must fuel innovation, come together as a team, navigate hybrid work, and inspire and engage the next generation of the workforce, good communication is essential for success.

In this engaging lecture, leaders will learn the 4 insights that will help any practitioner, manager, or leader cultivate the interpersonal communications skills required to thrive in today’s rapidly evolving workplace.

TARGET AUDIENCES

- HR Managers
- Executives
- Managers
- Healthcare Executives

LEARNING OBJECTIVES

- Experience a paradigm shift and emerge with a completely new understanding of how to connect and communicate effectively, while learning to lead in the moments that matter the most
- Foster the confidence and competence necessary to navigate any conversation with empathy and expertise turning conflict into a catalyst for meaningful connection, engagement, and growth
- Emerge inspired and in command of the most essential skill set required to effectively navigate the future of work
- Become familiar with customer/employee / patient-centric communication
- Learn how to attract and retain talent by forming trusting relationships with team members and employees

POPULAR PRESENTATIONS

REMEMBERING YOUR "WHY"

Reducing Physician Burnout

Professional burnout and staff turnover have caused a major crisis in healthcare. Physicians have the highest suicide rate of any profession, affecting over 900,000 patients per year. Declining employee engagement and nursing turnover significantly affect the bottom line and result in poor clinical outcomes.

In this engaging lecture, Dr. Orsini discusses how healthcare executives can help staff improve job satisfaction by creating a culture that encourages strong relationships with patients and fellow team members. Described as inspirational, this presentation will inject new enthusiasm into your physicians and staff and remind them why they chose medicine in the first place.

TARGET AUDIENCES

- HR Managers
- Executives
- Managers
- Healthcare Executives

LEARNING OBJECTIVES

- Discover how to revitalize your staff's enthusiasm for medicine and reduce burnout
- Learn why strong communication and relationship building is good for both patients and staff
- Recognize the signs of professional burnout and debunk the various myths regarding this important subject
- Understand the relationship between patient experience and staff well-being
- Significantly improve net margins by improving patient experience and reducing employee turnover

POPULAR PRESENTATIONS

IT'S ALL IN THE DELIVERY®

Enhancing the Patient Experience Through Better Communication

Medicine is about the human connection. When patients and providers connect on a personal level, healthcare is at its very best. This results in better outcomes and a greater experience for patients, families, and healthcare professionals.

In this interactive presentation, Dr. Orsini discusses the relationship between key predictors of a positive patient experience and effective communication. Healthcare providers and hospital executives learn proven techniques that build trusting relationships with patients and team members, resulting in a better patient and staff experience.

TARGET AUDIENCES

- Physicians
- Healthcare Providers
- Patient Experience Leaders
- Healthcare Managers and Executives

LEARNING OBJECTIVES

- Learn key predictors of patient experience and debunk various myths surrounding this topic
- Master effective and compassionate communication techniques that quickly build trusting relationships and improve patient satisfaction
- Understand customer/employee/patient-centric communication
- Learn how to create a team approach to resolve conflict
- Learn how to enhance compassion and still maintain efficiency
- Obtain the tools necessary to create sustainable culture change

POPULAR PRESENTATIONS

LIMITING MALPRACTICE RISK THROUGH BETTER COMMUNICATION

Patients who have a relationship with their providers are less likely to file malpractice claims and have better outcomes. From the initial patient interaction to the filing of a malpractice claim, multiple opportunities exist to avert litigation and maintain a positive relationship with patients even when a medical error occurs. This keynote teaches healthcare professionals and hospital executives key communication techniques that dramatically reduce malpractice claims and limit medical errors.

TARGET AUDIENCES

- Physicians
- Risk Managers
- Malpractice Insurance Providers
- Healthcare Executives
- Nurse Managers

LEARNING OBJECTIVES

- Understand the concept of “It’s Hard to Fire Your Best Friend”
- Master verbal and non-verbal techniques that build trust and maintain good relationships even when things don’t go smoothly
- Learn key critical opportunities to avoid medical errors and avert malpractice lawsuits
- Learn effective communication techniques that will significantly decrease medical errors
- Discover how to properly reveal medical errors when they do occur

POPULAR PRESENTATIONS

BREAKING BAD NEWS®

Although most physicians are required to deliver tragic news during their careers, few have received any formal training in this important skill. Even the most senior physicians associate delivering tragic news with anxiety and uncertainty. Business managers and leaders are also frequently faced with the task of delivering bad news to employees and are frequently ill-equipped to navigate these conversations.

This presentation will teach the necessary communication techniques that help deliver bad news to patients and employees in the most compassionate manner. Dr. Orsini shares his decades of experience as an award-winning neonatal intensive care physician to leave medical providers, HR and business executives with “life-changing advice” that they will use for the rest of their careers.

LEARNING OBJECTIVES

- Learn the 3 goals of Breaking Bad News
- Master the principles of the BBN P.R.O.G.R.A.M.® roadmap
- Obtain key verbal and non-verbal techniques that convey compassion, build confidence and establish trust

TARGET AUDIENCES

- Physicians
- HR Executives
- Executive Leadership
- Pharma
- Medical Malpractice Execs

VIDEOS



SUPPORT MATERIALS

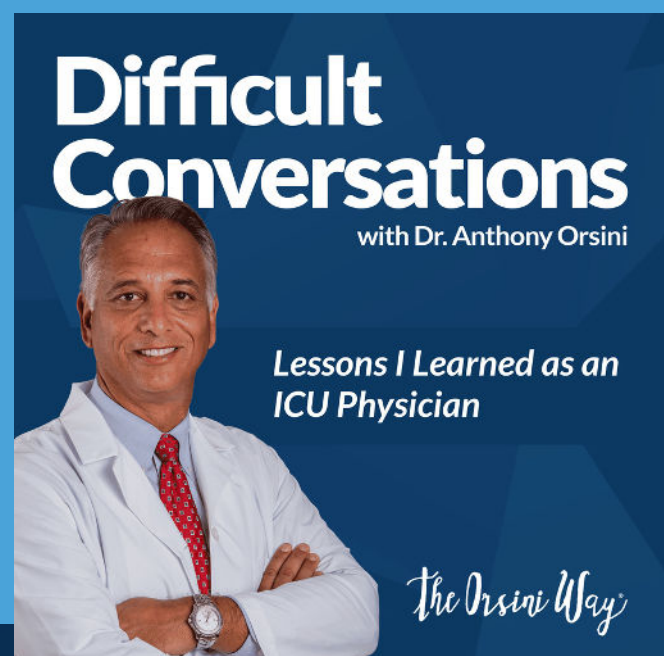


It's All In The Delivery Improving Healthcare Starting With a Single Conversation

Based on decades of research, practical experience and interviews with real patients, Dr. Orsini uses his unique storytelling skills to provide practical communication techniques that help medical providers quickly build rapport and form relationships with patients and families even in the most difficult times. For readers of Danielle Ofri and Atul Gawande, *It's All in the Delivery* is an essential read for both healthcare providers and patients.

Apple Top 100 Podcast

Our guests tell their inspiring stories of triumph and tragedy and the role that communication played in their lives. Whether you are a doctor telling someone they have terminal cancer, a business leader who is trying to get the most out of his/her employees, or an HR Professional who is faced with separating an employee, this is the podcast for you.



RECENT CLIENTS



AUDIO VISUAL REQUIREMENTS

- Lapel or headset microphone
- Audio and video capabilities

FEES

- Onsite Keynote- By Request
- Virtual Keynote- By Request
- Flat Travel Fee \$1,500

CONTACT

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"His thought-provoking, practical techniques make any leader a better communicator. The feedback was so superb we asked him to speak again this year. Yep, I'm a big fan of Dr. Tony Orsini."

Quint Studer
Founder of The Studer Group

"Professionals across all industries can benefit from Dr. Orsini's perspective and approach to communication."

Shari Moore
Vice President, Risk Management,
PLICO

"Dr. Orsini is a high-impact speaker who connects with audiences in a meaningful way. The feedback is consistently superb."

Dr. Larry Barton
Best Selling Author, Crisis
Management and HR Expert

"His delivery and communication was exactly what we needed during this difficult time in healthcare."

Lori Gunther
CEO
Synova Associates, LLC