

# Improving Healthcare by Building a Retention Culture

For Middle and Executive Level Managers in Acute Care, Long Term Care, Home Health & Assisted Living

## **Purpose of Training:**

This hands-on program focuses on the elements of the organization culture conducive to staff retention and development. This training will address the following priority areas.

- Generational and other diversity issues in the workplace
- Violence in the workplace
- Business leadership model
- Strategic planning
- Organizational Culture
- Retention Improvement plan
- Business coaching
- Staff recruitment

## **SPONSORS:**

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Planning &  
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**Laurel Health Systems**

## **Training Schedule:**

**Fridays  
May 7, 14, 21**

**Location:  
Soldiers & Sailors  
Hospital  
Wellsboro, PA**

## **Who is eligible to receive training?**

First-line supervisors from all areas of Acute Care, Long Term, Assisted Living and Home Health Institutions in the five-county region of the Northern Tier Workforce Investment Board may participate in this training. Supervisors employed in healthcare institutions that are located in Bradford, Sullivan, Susquehanna, Tioga, and Wyoming Counties are highly encouraged to attend.

## **What will it cost you?**

The total cost of this training is \$520 per person. However, with the use of the Healthcare Industry Partnership Worker Training Grant funds, your cost per employee attending will be **\$130** per person. A dramatic savings with the use of these funds. All materials, refreshments, and lunches will be provided. The employer is expected to cover the participants' salary during time away from work and costs associated with replacing the employees while he/she attends the program.

## **Who will deliver the training?**

The training will be delivered by Penn State approved instructors who have a highly successful track record of delivering this program to supervisors employed in the healthcare setting.

## **How will the training be scheduled?**

- Sessions begin at 9 AM and end at 4 PM each day. The session will consist of 3 (6 hour) days of training conducted one day per week over a three consecutive weeks and must be taken in proper sequence. By allowing time between each class, participants will be able to apply learning and practice their skills back in the workplace as part of their training requirements.
- Participants must complete all three days of training to receive 2.2 Continuing Education Units (CEUs) for the program. Contact hours awarded for RN's, Home Healthcare Administrators, and Assisted Living Administrators
- To register contact Sherry Felten at NTRPDC, felten@northerntier.org 570-265-1516 or toll free 1-888-868-8800. **\*\*\*Registration Deadline is April 23, 2010\*\*\*.**

## **To learn more about the program , please contact:**

**Sherry Felten, 570.265.1516. or toll free at  
1.888.868.8800**

**Sue Greene, Penn State Williamsport at 570.320.5238**

