



Course: T2914 (Webinar)
EVALUATING PERFORMANCE WITH DIGNITY AND RESPECT

Purpose: Managers often cringe when evaluation time comes. Employees may become anxious. What is the purpose of evaluating performance? Justification for pay increase? A benchmarking tool for improvement? A preamble to termination proceedings? An opportunity for meaningful communication? Whether you use 360 evaluation programs, performance and planning conferences, or rate people on a scale of 1-10, you'll gain insight and awareness from this session.

Target Audience: COOs, CNOs, HR directors, Nursing Leadership, Hospital leadership, Department Heads, The Joint Commission Coordinators, Safety Officers and Staff, Performance Improvement Directors, Risk Managers, Nursing Home Administrators and those interested in management

Date: July 17, 2014

Time: 9:00 -10:00 am CDT

Faculty:

Gail Pursell Elliott
Innovations Training
Waterloo, Iowa

Gail Pursell Elliott has over 20 years experience in middle and upper management in the health and human services industry. Gail is the founder of Innovations' "Training with a Can-Do Attitude". She is also the co-author of the book "Mobbing: Emotional Abuse in the American Workplace," the first book addressing this subject to appear in the United States. **The speaker has no real or perceived conflicts of interest that relate to this presentation.*

Program Topics:

- Evaluating performance with dignity and respect
- Defining terms
- Starting the process
- Explain the equation $P = A \times M$
- Why evaluations
- Performance levels
- Goal setting
- Common supervisory blunders
- Partnership and mentoring
- What people want

Objectives:

At the completion of this program, the participants will be able to:

1. Establish a baseline for performance expectations
2. Design a process for tracking strengths and needs

Registration:

There is a site fee of **\$175.00** for NDHA **Member Hospitals** and **\$300.00** for Non-members for this course. **Member Hospital is referred to as an individual freestanding facility, not a hospital system.** The registration fee provides you with one phone number, Web connection and a downloadable handout. Numerous people at one physical site are encouraged to participate in the Web Conference through one registration (utilizing the same telephone/Web connection). **If any additional locations or facilities are added into your connection, additional registration fees will be charged. If participants at your site require more than one telephone/Web connection, additional registration fees will be charged.**

Prior to the program you will receive an e-mail containing instructions on how to connect to the conference. This e-mail will also contain codes to access the conference call. Advance registration by **July 3, 2014** is required to ensure delivery of instructional materials. **A late fee of \$25.00 will be charged for any registrations after this date. This fee is necessary, as we are being charged a late fee for any last minute registrations that require an overflow line on the bridge.** If you do not receive an e-mail from Linda Simmons prior to the program with your handouts and dial-in information, please contact her at 701 224-9732.

Please contact Linda Simmons at 701 224-9732 or lsimmons@ndha.org for further information. You may register by fax (701) 224-9529, online at <http://www.ndha.org> under Education or by mail PO Box 7340, Bismarck ND 58507.

Registration fees are non-refundable unless notice of an individual's cancellation is received at NDHA **five working days prior to the event**, in which case a cancellation fee of \$50.00 will be deducted from your registration fee. If notice of cancellation is received after this date, there is no refund. You will be billed whether or not you attend the program.

Evaluating Performance with Dignity and Respect 07/17/2014

Facility _____

Contact Name/Title _____

E-Mail _____

Phone Number _____