

HANYS

2008 SUMMER WORKFORCE LEADERSHIP SERIES

EXCELLENCE IN WORKFORCE:
THE JOURNEY TO SUCCESS



Three Webconference programs for leaders
focusing on:

- retaining your best and brightest
- managing performance, and
- managing negativity



Healthcare Association
of New York State

2008 WEBCONFERENCES:

JUNE
CD AVAILABLE

JULY
CD AVAILABLE

AUGUST 19

Part of HANY'S *Excellence in Workforce: The Journey to Success* series of workforce educational programs.

2008 SUMMER WORKFORCE LEADERSHIP SERIES

WEBCONFERENCES:

~~June 17~~

High-Impact Retention:
Strategies for Retaining
Your Best and Brightest

~~July 15~~

Managing Performance in
Today's Workplace

August 19
Managing Negativity in the
Workplace



PROGRAM SPEAKER:

*Jo Manion, Ph.D.,
R.N., C.N.A.A.,
F.A.A.N.*

Dr. Manion is a nationally recognized speaker, author, and senior management consultant who offers organizations a breadth of experience combined with practical and creative approaches to organizational and professional issues. In the past decade, she has worked with organizations and individuals engaged in creating effective cultural change, developing leadership capacity, and transforming organizational structures. Her focus is on creating positive workplace environments using high-impact retention strategies.

As founder and principal consultant for Manion & Associates, she uses her more than 30 years of experience in business and health care to deliver a practical and down-to-earth approach to the challenges health care providers face today.

The educational programs in HANYS' *Summer Workforce Leadership Series* cover topics affecting all managers: retaining your best and brightest, managing performance, and managing negativity. These 1½-hour Webconferences, each held from 10 to 11:30 a.m., provide a comprehensive educational experience without the time spent on travel to outside locations. Enjoy the program in the convenience of your own office.

The programs are available individually or as a package and are priced per connection, not per person, so you can offer them to a broad group of staff at one price.

~~JUNE 17~~

High-Impact Retention:

Strategies for Retaining Your Best and Brightest

In today's turbulent work environment, it is not enough to have strategies for recruiting key personnel. For future success, the organization must critically evaluate its internal climate and practices to maximize staff retention. This session offers research-based and practical approaches for engaging the hearts of followers and strengthening their organizational commitment.

OBJECTIVES: At the end of this session, participants will be able to:

- ✓ identify the hidden costs of turnover;
- ✓ identify the five basic reasons why people work; and
- ✓ relate the five intrinsic motivators to current evidence from the field.

~~JULY 15~~

Managing Performance in Today's Workplace

Managing performance is a critical strategy for leaders trying to create a positive workplace. Even in the face of workforce shortages, inadequate or unacceptable performance cannot be tolerated because it begins a downward performance spiral that is increasingly difficult to reverse. This session explores key performance management issues, including giving difficult feedback, using a positive discipline approach, and dealing with bullying behavior.

OBJECTIVES: At the end of this session, participants will be able to:

- ✓ apply key strategies for effective performance management;
- ✓ identify the process and principles of positive discipline; and
- ✓ identify strategies for recognizing and dealing with bullying behavior in the workplace.

AUGUST 19: Managing Negativity in the Workplace

This session examines one of the most frustrating issues of any workplace: reducing negativity. Chronic complainers, whiners, slackers, and bullies suck the energy from those around them. Managers cannot afford to ignore negativity in the workplace. This session will offer leadership interventions and approaches designed to reduce the amount of negativity in a workgroup.

OBJECTIVES: At the end of this session, participants will be able to:

- ✓ identify the costs of negativity in the workplace;
- ✓ apply an effective process for giving difficult feedback; and
- ✓ apply practical strategies at both the individual and department level for reducing the level of negativity in the workplace.

REGISTRATION FORM: HANYS' 2008 SUMMER WORKFORCE LEADERSHIP SERIES

TO REGISTER:

Fax this form to (518) 431-7812
Attention: Joan Stewart

Mail this form to:
Healthcare Association of New York State
Attention: Joan Stewart
One Empire Drive, Rensselaer, NY 12144

This registration form is also available
for download at
[www.hanys.org/members_only/events/
summer_workforce.cfm](http://www.hanys.org/members_only/events/summer_workforce.cfm).

A CD of each program will be available for each Webconference. If you order a CD, it will be mailed to you four to six weeks after the program.

TUITION: (PLEASE CHECK THE APPROPRIATE PROGRAM PACKAGE BELOW)

For One Program:

- ☐ \$169 per connection—live program only
- ☐ \$169 per CD of recorded program only
- ☐ \$199 for both live program connection and CD



For Two Programs (Package Deal):

- ☐ \$318 (\$159 per connection/per program—live program only)
- ☐ \$318 (\$159 per CD/per program of recorded programs only)
- ☐ \$378 for both live program connections and CDs of two programs

For Three Programs (Package Deal):

- ☐ \$447 (\$149 per connection/per program—live program only)
- ☐ \$447 (\$149 per CD/per program of recorded programs only)
- ☐ \$537 for both live program connections and CDs of all three programs

Please indicate the program(s) in which you will participate:

- ☒ ~~JUNE 17~~  ☐ CD
High-Impact Retention: Strategies for Retaining Your Best and Brightest
- ☒ ~~JULY 15~~  ☐ CD
Managing Performance in Today's Workplace
- ☐ **AUGUST 19** ☐ Live ☐ CD
Managing Negativity in the Workplace

WEBCONFERENCES:

~~JUNE 17~~

High-Impact Retention: Strategies for Retaining Your Best and Brightest

~~JULY 15~~

Managing Performance in Today's Workplace

AUGUST 19

Managing Negativity in the Workplace

Part of HANYS' Excellence in Workforce: The Journey to Success series of workforce educational programs.

Don't Miss These Exciting Educational Events!

GENERAL INFORMATION (Please print or type):

Please register one contact individual who will receive instructions on how to access the program. This information will be e-mailed to the contact person approximately one week prior to each program. The contact person will also receive a copy of the handouts to distribute to all participants.

Facility Name: _____

Contact Name: _____

Contact Title: _____

Contact E-mail: _____

Telephone: _____ Fax: _____

Address: _____

City/State/ZIP Code: _____

Number of Participants in Total to Attend Program _____

(This is for HANYS' informational purposes only and does not affect the tuition.)

TUITION: The pricing for these Webconference programs is per connection, not per person. Multiple participants at a facility can view each Webconference with a single connection, either on a computer screen or using a projector.

METHOD OF PAYMENT: Full tuition must be received five days before the program. HANYS accepts only credit card payments for education program registrations; we will not accept payments by check. If you have questions about this new policy, please contact HANYS' education staff at (888) 994-4373. Program materials will not be provided until payment is received.

CREDIT CARD — Please charge my (CIRCLE CHOICE): Mastercard® Visa® American Express®

Amount Enclosed/To Be Charged: \$ _____

PLEASE COMPLETE THE FOLLOWING INFORMATION:

Card Number _____

Expiration Date _____

Name as it Appears on Card _____

Cardholder Billing Address _____

CVV # (3-4 digits found in the signature bar on the back of the card) _____

Cardholder's Signature _____

SAVE THE DATE – OCTOBER 7

Cultivating a Culture of Accountability

During this half-day videoconference, Liz Jazwiec reveals the lessons she has learned about becoming a leader. All executives will benefit from her perspective of healthcare management and what guidance, mentoring, and direction is needed from senior leaders. She will discuss winning behaviors, accountability, attitude, change, and leadership responsibilities.

Liz Jazwiec is a nationally renowned speaker and consultant who has shared her passion for customer service and employee satisfaction with more than 500 audiences across the country. She previously served as vice president of patient care and as the director of emergency services for Illinois' Holy Cross Hospital. In that position, she helped raise service scores at the hospital from the 5th to the 99th percentile in just a few years and was instrumental in their attainment of *Fortune Magazine's* Enterprise Award for Best Business Practices in 1996. Today, she uses that expertise to inspire other organizations interested in building a culture where customer service is driven by employee satisfaction.

ABOUT WEBCONFERENCES: Webconferences offer the convenience of participating in educational programs in the comfort of your office, without traveling. The educational program is viewed via the Internet, with the live audio portion of the presentation delivered via telephone conference. Details about accessing both portions of the program will be e-mailed, along with handouts for the program, once registration and payment are received.

CANCELLATIONS: Substitutions are permitted and encouraged. Cancellations received less than five working days before the program are subject to a 25% service charge. Facilities that cancel the day of the program or fail to attend/participate will forfeit the registration fee. Cancellations must be in writing and directed to Healthcare Educational and Research Fund, One Empire Drive, Rensselaer, NY 12144.

The *Summer Workforce Leadership Series* continues HANYS' *Excellence in Workforce: The Journey to Success* educational series. The series provides members an opportunity to share successful experiences and to learn strategies from facilities and individuals within New York State and nationally on recruiting and retaining staff, developing leaders, improving culture, and fostering staff engagement.