

SupervisionPlus



Embassy Suites
4914 Constitution Avenue
Baton Rouge, LA 70808

September 11, 2014
Registration: 8:30am
Program: 9:00am - 4:00pm

A Supervisory Training and Certificate Program

Creating a culture of accountability has never been more important for home care and hospice agencies. Agency leaders are challenged to do more with less while guiding their staff to optimal productivity, higher patient and family satisfaction scores, and greater outcomes of care. Leaders, from front line supervisors, to CEO's, need tools to meet the expectations healthcare's new challenges. Even more, most industry supervisors have never gone through supervisory training.

Supervision/Plus™ is a two-part certificate program* designed specifically for supervisors, managers and directors in home care and hospice agencies. It starts with a full-day skill development, how-to-do-it training. Supervisors and managers not only learn the most effective strategies for supervising and motivating staff, they also learn the newest supervisory approaches for increasing the morale, team commitment and retention of valuable employees. This includes:

- How to deal with a supervisor's most challenging employee and what to do when all else fails.
- Why certain types of supervision will not motivate some employees.
- How the wrong approach to supervision can actually de-motivate better employees and often lead to high turnover.
- What the four major approaches to supervision are and when to use each approach.
- How to determine the "functional level" of each employee and how to use this knowledge to improve their motivation, performance and commitment.
- What are the best approaches for improving staff morale, commitment and retention.
- How to best supervise and motivate staff at all levels in highly regulated and high pressure environments.

Presented by Dr. Robert Fazzi, a nationally recognized leader in the home health and hospice field. He is also the author of Management Plus®, which was selected by Fortune Magazine's Book of the Month Club and used as the basis for the Supervision Plus training program.

*The Certificate in Supervision is earned after attending part 1 and part 2 of the program. Details on the program requirements can be found at fazzi.com.

"The quality of supervision directly impacts positive worker outcomes and job satisfaction. Where reported, greater frequency of supervision is associated with higher levels of satisfaction."

- Health Care Manager

"It has been concluded that good supervision contributes to not just increased staff retention, but also better patient care."

- Health Services Research

"While there are many reasons why an employee initially takes a job in an organization, how long that employee stays with the company and how productive he or she is while there is determined primarily "by his relationship with his immediate supervisor."

-National Gallup Study of 80,000 managers in 400 companies.

