

## When and Where

### Location

University of Phoenix  
19 Granite Street, Ste 300  
Room 306  
Braintree, MA 02184

Two Day Workshop  
10/3 and 10/4/17  
(Tuesday and Wednesday)

**Time: 9:30am to 4:30pm**

**Cost:** \$450 a person per two day session.

**Discounts available:** Up to \$50 off per person-contact us for more information.

### **Registration Instructions**

1. Visit [www.HumanServicesLeadership.org](http://www.HumanServicesLeadership.org) and select “Trainings” on top of the page.
2. Select training to attend and enter your credit information (all payments through the website are processed through PayPal).
3. Checks are accepted. Call Tim at 954-829-6834 to register for the training or email him at [Tim@HumanServicesLeadership.org](mailto:Tim@HumanServicesLeadership.org)
4. Checks can be made out to:  
The Human Services  
Leadership Institute  
7576 Ridgefield Lane  
Lake Worth, FL 33467

### **Recent Attendee Feedback**

“He provided tools for immediate implementation and many good things to think about in regard to improving my work and my agency. I highly recommend Tim as a trainer/facilitator and would encourage any supervisor in a human service agency to attend his training(s).”

### **Refund Policy**

Refunds are not available, all sales are final. If an attendee misses an event they can receive credit to attend a future training. If a training is cancelled the attendee will receive a full refund.



# Highly Effective Human Service Supervisors



Photo Credit: [www.freedigitalphotos.net](http://www.freedigitalphotos.net)

Employee turnover continues to cripple human service organizations from effectively meeting client needs. Further, staff left behind are often overwhelmed, which reduces their effectiveness and can contribute to a cycle of low performance and ongoing employee turnover.

Join nationally recognized human service leadership expert Tim Nolan as he facilitates a critical workshop to enable human service supervisors to maximize the commitment, performance, and retention of human service professionals. This is ideal for management staff at all levels.

### **Day 1: Transformational Human Service Leaders**

Recent research has identified that a transformational leadership approach is linked to higher levels of employee commitment and retention in the human services. The components of this leadership style are discussed as well as how supervisors can effectively incorporate this approach into their daily routines to maximize staff commitment and retention.

### **Day 2: Maintaining Consistently High Levels of Staff Performance**

There are 10 critical factors associated with consistently high levels of staff performance in the human services. All 10 factors are reviewed as well as exploring how attendees can implement them into their leadership styles.

Tim Nolan has personally worked with over 7,500 human service professionals and numerous organizations across 20 states. He is also the author of:

*The Essential Handbook for Highly Effective Human Service Managers*

*The Essential Handbook for Effective Human Service Professionals*

Tim is available to deliver this training (and others) at your agency. Contact him to learn more.

[www.HumanServicesLeadership.org](http://www.HumanServicesLeadership.org)