

## When and Where

### Location

University of Phoenix  
8325 South Park Circle  
Orlando, FL 32819  
Room 101

Two Day Workshop  
8/30 and 8/31/17  
(Wednesday and Thursday)

**Time: 9am to 4:00pm**

**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.

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. Ideal for management staff at all levels.

These are brand new trainings!

### **Day 1: Maximize Employee Commitment and Retention**

Recent research has identified a specific approach found to increase retention of human service professionals. This research is discussed as well as the ways that supervisors can effectively institute components of this approach into their daily routines.

### **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 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 at your agency. Contact him to learn more.

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