

## When and Where

### Location

Thursday 6/27/19  
Durham County HHS  
414 East Main Street  
Durham, NC 27701  
Conference Room B

\*Attendees will be given 1 hour for lunch, as it is not provided\*

\*Please park in the lot that is located at the corner of Dillard street and Main street\*

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

**Cost:** \$125 per person, \$100 per person when sending 5 or more.

### **Registration Instructions**

1. Visit [www.HumanServicesLeadership.org](http://www.HumanServicesLeadership.org) and select "**Services**", then "**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."

### **Refund Policy**

Refunds are not available, all sales are final. If a training is cancelled, a refund will be provided.



# Maximizing Employee Engagement and Retention



**This highly engaging training will:**

- Explore what a highly committed worker looks like in the human services.
- Examine the role of management behind employee commitment.
- Review how management staff at all levels can create the environment to encourage employee performance and retention.
- Provide strategies and tools to maximize employee engagement and retention.

Human service organizations continue to experience high levels of staff turnover. Turnover often happens in the most critical positions (front line staff), which cripples an agency's ability to adequately meet client needs and can contribute to reduced performance and commitment for the ones that remain.

This is a training you will not want to miss.

This is ideal for management staff at all levels.

Tim Nolan, Ed.D. has personally worked with over 9,000 human service management staff across the country and has worked with agencies of all sizes to help them maximize client care and employee commitment, performance, and retention.

He is also the author of *The Essential Handbook for Highly Effective Human Service Managers* and creator of the 12-month Highly Effective Human Service Managers Program (which 16 agencies are using).

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