

## When and Where

### Location

Monday 8/26/19  
Ingham County DHHS  
5303 South Cedar Street  
Door 4  
Lansing, MI 48909

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

### Price

\$125 per person  
\$100 per person when  
sending 5 or more

### Registration Instructions

1. Visit [www.HumanServicesLeadership.org](http://www.HumanServicesLeadership.org) and select “Upcoming Trainings”
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. Make checks payable to:  
The Human Services  
Leadership Institute  
Mailing address:  
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

No refunds will be granted. If the facilitator cancels the event, a full refund for the cost paid for the training only, will be issued.



## Creating the Optimal Environment to Lead



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**Our signature training that thousands have attended.**

**This highly engaging one-day training will cover:**

- **How to lead with a vision and use it to maximize staff performance.**
- **How to create a positive and empowering culture.**
- **The finer points of supervision.**
- **How to motivate and inspire staff to achieve consistently high levels of performance.**

Research shows that most employee turnover is preventable, and supervisors can make a critical difference.

Tim Nolan, Ed.D. reviews current research and shares numerous examples used by peers around the country to illustrate how you can create the optimal environment to lead others in the human services. This is a highly dynamic and engaging professional development opportunity that thousands have attended.

Tim has personally worked with over 10,000 human service managers and numerous human service organizations across 21 states to equip

managers at all levels with the skills and tools to maximize employee performance and retention.

Tim is the author of *The Essential Handbook for Highly Effective Human Service Managers* and *The Essential Handbook for Highly Effective Human Service Professionals*. He has also created the 12-month Highly Effective Human Service Managers Program, which 18 agencies are using, including Kalamazoo DHHS.

Contact him to learn more at:

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