

## When and Where

### Location

Tuesday, 10/1/19  
David & Margaret Youth and  
Family Services  
1350 Third Street  
La Verne, CA 91750

\*Please park in the back to  
the lot east of the white  
building. \*

\*Attendees will be given 1  
hour for lunch\*

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

**Cost:** \$150 per person.

### **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. 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 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 10,000 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 18  
agencies are using).

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