

## When and Where

### Location

Monday 9/30/19  
South Coast  
Community Services  
1425 West Foothill Ave, 3<sup>rd</sup>  
Floor  
Upland, CA 91784

\*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

“We talked about the training all  
the way home, thank you!”

“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)