

When and Where

Location

Monday 9/30/19
South Coast
Community Services
1425 West Foothill Ave, 3rd
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
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
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