



Winter/Spring 2009 Programming for Healthcare Professionals

- January 14, 21, 28** **Improving Healthcare by Building a Retention Culture**
This three-day program for mid and executive level managers provides the tools and resources to support and enhance staff retention. Participants will have the opportunity to prepare a retention improvement plan and develop a business coaching toolbox that will assist in moving their organization toward a “retention culture”.
- March 9th** **Creating a Culture of Inclusion**
Learn how to attract, cultivate, and keep top talent by enriching your organizational cultures so that all people are invited and encouraged to contribute their own unique perspectives and ideas. Having diversity is not enough, harnessing inclusion as a key lever for enhancing organizational performance is the key! One-day program.
- April 1st** **Creating Workplace Community**
This one-day program will cover building rich, collaborative relationships in the workplace, developing a basic teaming skill set, managing workplace conflict and overcoming the five dysfunctions of a team.
- April 3, 17, 24`** **Improving Healthcare through Supervisory Development**
Three-day program focusing on improving management and supervisory skills. Topics covered include: Communication, Conflict Management, Diversity, Time Management, Stress Management, Giving Feedback.

Programs are eligible for Industry Partnership Funding
Contact Diane Lewis at 610-285-5066 or dlewis@psu.edu for more information.