



SUPERVISION PLUS

A Supervisory Training for Home Health & Hospice

Creating a culture of accountability has never been more important for home care and hospice agencies. Agency leaders are challenged to do more with less while guiding their staff to optimal productivity, higher patient and family satisfaction scores, and greater outcomes of care. Leaders, from front line supervisors, to CEO's, need tools to meet the expectations healthcare's new challenges. Even more, most industry supervisors have never gone through supervisory training.

Supervision/Plus™ is designed specifically for supervisors, managers and directors in home care and hospice agencies. It starts with a full-day skill development, how-to-do-it training. Supervisors and managers not only learn the most effective strategies for supervising and motivating staff, they also learn the newest supervisory approaches for increasing the morale, team commitment and retention of valuable employees.

This includes:

- How to deal with a supervisor's most challenging employee and what to do when all else fails.
- Why certain types of supervision will not motivate some employees.
- How the wrong approach to supervision can actually de-motivate better employees and often lead to high turnover.
- What the four major approaches to supervision are and when to use each approach.
- How to determine the "functional level" of each employee and how to use this knowledge to improve their motivation, performance and commitment.
- What are the best approaches for improving staff morale, commitment and retention.
- How to best supervise and motivate staff at all levels in highly regulated and high pressure environments.

Presented by Dr. Robert Fazzi, a nationally recognized leader in the home health and hospice field. He is also the author of Management Plus®, which was selected by Fortune Magazine's Book of the Month Club and used as the basis for the SupervisionPlus training program.

October 7, 2015
Westford Regency Inn &
Conference Center
219 Littleton Rd., Westford, MA
01886

Registration: 8:30am
Program: 9:00am - 4:00pm

Registration:
Members: \$199/ Person
Non-Members: \$275/ Person

Questions?:
Megan Fournier
mfournier@thinkhomecare.org
617-482-8830

Ways to Register:
1. Online at www.thinkhomecare.org
2. Hard-Copy Register Form
Mail: 31 St. James Ave.
Boston, MA 02116
Fax: 617-426-0509



SupervisionPlus

Westford Regency Inn & Conference Center
219 Littleton Road
Westford, MA 01866

Wednesday, October 7, 2015

Different Ways to Register:

- 1.) Register Online at www.thinkhomecare.org
- 2.) Mail in your form
- 3.) Fax in your form to 617-426-0509

REGISTRATION:

Name: _____ Title: _____
Agency: _____
Address: _____
Phone: _____ Fax: _____
Email (Required): _____

REGISTRATION FEE:

- Members: \$199/ Person
 Non-Members: \$275/ Person



METHOD OF PAYMENT:

*Make Checks Payable to:
Foundation for Home
Health
31 St. James Ave., Ste. 780
Boston, MA 02116

- Check*
 Bill-Me (HCA Members Only)



** To comply with federal privacy laws, the Foundation for Home Health does not accept credit card information via email or fax. To pay by credit card, you may register online or call our office at 617-482-8830 with credit card information.

Signature: _____

Please contact Megan Fournier at mfournier@thinkhomecare.org, 617-482-8830
with any questions

Cancellation Policy: Refunds will be issued for those that cancel 3-days prior to the program, less a \$25 administrative fee. Canceling in less than 3-days or no-shows will forfeit the registration fee. All cancellations must be received in writing to mfournier@thinkhomecare.org

If your check is returned for non-sufficient funds, you expressly authorize your account to be electronically debited or bank drafted for the amount of the check plus any applicable fees. The use of a check for payment is your acknowledgement and acceptance of this policy and its terms and conditions.

NEW POLICY*: HCA of MA now requires that payment in advance. If we have not received payment before the event, you will be asked to provide it or proof of incoming payment in order to attend the meeting. Please be sure to send your open invoice to your accounting department so there are no problems.