



## Engaging and Retaining Healthcare Employees 1 Day Workshop

Engagement is crucial to a culture of service excellence. The Engaging and Retaining Healthcare Employees Workshop will build participants' ability to take action on-the-job to keep all employees fully engaged and contributing to the organization's success.

This engaging and hands-on workshop provides participants with a number of proven tools and strategies targeted at building the skills and capabilities required to engage and retain healthcare employees.

By the end of the workshop, participants will have a solid plan, tools and solutions, to take action with their employees to ensure employees can perform at their best and will choose to stay.

### Workshop Objectives

At the conclusion of the workshop, participants will be able to:

1. Describe the foundation to engaging and retaining employees
2. Calculate the financial impact of employee engagement
3. Determine what is "most critical" to engaging and retaining employees
4. Identify what an employee's current work situation is really like right now
5. Create a rich, robust One-to-One Dialogue with employees to impact engagement and retention
6. Develop a plan to determine what actions are required to engage and retain individual employees
7. Determine what manager actions are required to increase employee engagement and decrease turnover
8. Implement manager solutions targeted at improving the key manager capabilities required to engage and retain employees
9. Outline the length of service intentions for employees, as well as create a plan to increase employee engagement
10. Identify personal accountabilities for taking action and improving employee engagement and retention

### The Baird Group

Partner  
Center for Talent Retention  
100 N. Main St.  
Fort Atkinson, WI 53538

**866.686.7672**

[info@baird-group.com](mailto:info@baird-group.com)



## Workshop Outline

Over 80% of the workshop is spent in hands-on activities and exercises practicing new concepts.

### Introduction

- Review workshop deliverables
- Discuss current employee situation
- Outline link between employee performance and organization results

### Bottom Line Impact

- Define the four levels of employee engagement
- Determine the financial impact of each employee engagement level

### Hot Button

- Learn what causes people to engage or disengage and stay or leave

### Crack the Talent Code

- Review creating “fit” with employees
- Determine what is most critical to engaging and retaining employees
- Learn how to determine current performance on employee’s most critical needs

### One-to-One Dialogue

- Review the One-to-One Dialogue components
- Perform the One-to-One Dialogue process

### Team Member Talent Plan

- Overview framework
- Review key manager responses to employee’s most critical needs
- Practice creating a Team Member Talent Plan

### Manager Actions

- Review the manager’s role in engaging and retaining employees
- Perform a self-assessment on key manager capabilities
- Select manager solutions to build manager capabilities

### Length of Service Intentions

- Length of Service Intentions overview
- Participants outline the length of service intentions for their employees

### Engagement Planning

- Engagement Planning overview
- Participants outline an engagement plan for their employees

### Accountabilities

- Accountability defined
- Participants determine their individual accountabilities

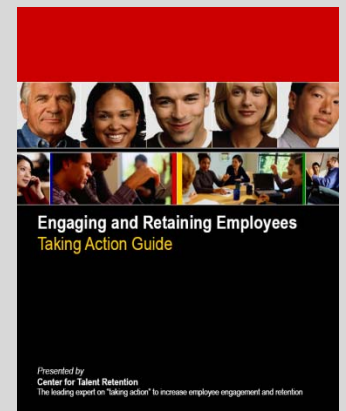
### Wrap-Up and Evaluation

- Review taking action back on-the-job
- Workshop evaluation

During the workshop, each participant will receive the following materials:

A customized **Taking Action Guide** containing:

- Supporting module information, processes, and instructions
- Downloadable resources
- Actions to take in 48 hours, 7 days, 30 days, and 90 days to build manager’s capabilities



A deck of **Retention Cards**® used to identify the actions required to engage and retain employees



**Call today to schedule your full day workshop!**