

The Health Council presents:

March 15, 2012

Coffee & Networking:
8:00 a.m.- 8:30 a.m.

Program:
8:30 a.m. - 11:45 a.m.

Location:
**Greater Cincinnati
Health Council**
2100 Sherman Ave.,
Cincinnati, OH 45212
directions available at www.gchc.org

Accommodations:
The Greater Cincinnati Health Council wishes to ensure that individuals who are attending Health Council programs have access to auxiliary aids or services identified in the Americans with Disabilities Act. For information, please contact Barbara Banks.

Questions?
Contact Barbara Banks
at the Health Council:
(513) 878-2850 or
bbanks@gchc.org



Creating connections. Improving care.

“Leadership Skills to Optimize Staff Engagement and Service Excellence”

With health care transformation focusing on quality of care and customer satisfaction as a basis for payment reform, your staff can make or break your success. As a leader, how do you motivate your staff to share in your goals? Join your peers to learn proven strategies that drive organizational excellence. Participants will learn:

- Critical areas that maximize employee engagement.
- Factors for improving workforce involvement & service excellence.
- Top leadership characteristics that promote organizational success

Program Presenter

Back by popular demand, program presenter will be Gail Love, M.Ed. SPHR RCC, Director of Organizational Development at Hydro Systems Co. Gail has more than 30 years of leadership training and employee development experience, with 25 years in health care settings.

Registration

\$40 for Health Council Members

\$80 for Non-Members

Cancellations must be received by March 1, 2012 or a refund.

New online registration, please click [here](#) or go to the Events section at www.gchc.org.

Mail or fax registration/fee by March 1 to:

Julie Ulrich, Greater Cincinnati Health Council, 2100 Sherman Ave., Suite 100, Cincinnati, OH 45212. Fax: (513) 531-0278.

Continuing Education:

Nursing Home Administrators: The State of Ohio Board of Examiners of Nursing Home Administrators has approved 3 Continuing Education Hours for this program (BENHA# 033-C-12).
Nurses: The Ohio Board of Nursing accepts BENHA approved courses.

Registration

Name: _____
Title: _____
LNHA#: _____
Organization: _____
Office Phone: _____
E-mail address: _____
Program: Leadership Skills Training
Method of Payment: Check Visa MC
Card Number: _____
Exp. Date: _____

**You will receive an e-mail confirmation when we receive your registration.