

Action Planning for Staff Engagement

Program Overview

You have data regarding the levels of staff engagement. Now what are you going to do with it? Action-planning is a powerful and flexible process for managing and measuring engagement goals. In this session we will explore the difference between goals, strategies and tactics. A key output of the session is an action plan document that contains detailed steps to accomplish specific goals connected to targeted performance objectives regarding staff engagement.

Program Objectives

1. Identify the criteria of an effective action plan
2. Differentiate between goals, strategies and tactics
3. Create action plans to drive staff engagement

About the Speaker

Katrina Coleman, RN, MSN, has been in the health care industry for 20 years during which she has consulted and coached with hundreds of managers assisting them in developing and implementing skills to help them achieve their goal of running a productive and quality-driven department/unit. As a master's prepared nurse and an ATD-Certified Coach with many years of hospital experience behind her, Katrina understands the needs of leaders and staff as well as the environment in which they operate. Katrina's goal is to assist others in using their own talents and strengths to create quality outcomes.



DATE/TIME

Tuesday, November 14, 2017

8:30 AM – 12:00 PM

Registration and Continental
Breakfast begin at 8:00 AM

REGISTER
NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

Early Bird MHEI Member: \$125 (Register & Pay by October 14, 2017)

MHEI Member: \$199 (After October 14)

Non-Member: \$225

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
Manager of Programs & Membership

410.796.6239

kyost@mhei.org