

Analyzing Performance Problems

Program Overview

In our fast-paced environment with lofty strategic goals and initiatives ahead, it's more important than ever to accurately identify and address performance problems and provide staff with the tools and resources to be successful. Managing individual performance problems helps drive your team's success. Identifying those performance problems may be easy; however, analyzing, strategizing and holding staff accountable may seem overwhelming and/or nearly impossible. Based on Robert Mager and Peter Pipe's model for diagnosing performance problems, this interactive skill-building session will examine real-life case studies and provide you with valuable tools, communication skills and action plans to take back to your department or unit to assist you in addressing performance problems in the future.

Program Objectives

1. Recognize the organizational impact of not addressing performance problems
2. Identify key steps to determining and addressing performance problems
3. Review effective techniques for addressing poor performance
4. Analyze and role-play case studies

About the Speaker

Lyndley O'Dell, MS is a healthcare human resources professional with experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has firsthand experience managing employee relations issues and partnering with healthcare leaders to identify and address performance concerns using coaching techniques, performance improvement plans and progressive discipline. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program.

This educational activity is jointly provided by AXIS Medical Education and MHEI.



DATE/TIME

Tuesday, July 24, 2018

8:30 AM – 12:00 PM

Registration and Continental Breakfast begin at 8:00 AM

LOCATION

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

PROGRAM FEE

MHEI Member: \$89

Non-Member: \$199

REGISTER

To register, please visit MHEI.org.
Questions? Contact Kelly Yost,
Manager of Programs & Membership: kyost@mhei.org

WHO SHOULD ATTEND?

- Clinical and Non-Clinical Leaders, including Team Leaders, Supervisors, Coordinators, Managers and above
- HR Professionals



maryland healthcare
education institute
6820 Deerpath Rd.,
Elkridge MD 21075
410.796.6239 (p)
www.mhei.org

CONTINUING EDUCATION

Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and MHEI. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for 3.25 contact hours.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

AXIS Contact Information

For information about the accreditation of this program please contact AXIS at 954-281-7524 or info@axismeded.org.

Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Lyndley O'Dell, MS, PHR, SHRM-CP	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner or Manager	Reported Financial Relationship
Dee Morgillo, MEd, CHCP	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Kelly Yost	Nothing to disclose

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact MHEI at 410-796-6239 the meeting dates.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 pm ET August 7, 2018. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.