

## PDGM and the Role of the Clinical Manager: Do You Really Know How to Manage?

Part 1, June 18, 2019 10:00 am-11:30 a.m. EST

Part 2, June 25, 2019 10:00 am-11:30 a.m. EST

Jamie Hasty, Vice President, SESCO Management Consultants

Recording Available for 90 days  
Train as many staff as needed  
for one low price!

**Description:** Did you know two thirds of supervisors receive little to no training on how to handle the soft skills of management? Supervisors must exhibit true leadership, boost morale, and reduce employee turnover, all while positively impacting your organization's bottom line -- a tall order for even the most experienced professional. This program will address necessary skills with a focus on the employee – manager relationship given the PDGM Clinical Operational changes. We'll discuss the behaviors that effective supervisors demonstrate in this two-part webinar series and lay the groundwork for effective leadership and management skills.

### *Session 1 Learning Topics include:*

**Essential Skills of Leadership** – Builds a foundation that enables managers to manage their team toward a shared goal achieving the organization's strategic objectives.

**Essential Skills of Communicating** – Teaches managers the latest business communication strategies, thereby improving their performance and increasing the productivity of both the team and the organization.

**Developing Performance Goals and Standards** – Learners analyze skills and strategies, identifying their strengths and weaknesses to develop techniques for them to manage successfully.

### *Session 2 Learning Topics include:*

**Coaching Job Skills** – Helps managers learn how to effectively coach individuals through a process of observation, analysis and communication. By carefully planning one-on-one discussions, managers can have the greatest impact and gain individual commitment to achieving results.

**Providing Performance Feedback** – Helps managers learn a systematic, fact-based approach to performance improvement through quality feedback.

**Effective Discipline** – Helps managers learn effective techniques for addressing problem behavior. Using communication skills, the manager works to preserve the individual's self-respect and encourage the best kind of discipline – self-discipline.



**Jamie Hasty**, Vice President,  
SESCO Management  
Consultants

Jamie is a generalist consultant in all areas of human resource management with specialties in policy development, wage and hour accounting, employment regulation compliance, training and development, compensation and performance management systems, employee satisfaction assessments, executive screening and placement, and general human resources consulting. Jamie is also a certified trainer for Vital Learning Corp and SESCO Leadership Institute.

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**Convenience:** Enjoy the convenience and cost-efficiency of a webinar – watch the speaker's slide presentation on the internet while listening by telephone. There is no limit to the number of attendees from your agency who may participate at your site using one phone line and a computer with internet access.

**Confirmation:** Prior to the webinar, you will be sent a confirmation which will include a join link to access the webinar, a dial-in number and an access code to listen in via telephone. You will also be sent any pertinent handouts if available.

**Registration Fee:** Registration fees are based on one phone/webinar connection; multiple site participation for your agency will require a separate registration fee for each connection. Please note: if your agency has sent in 1 registration but 3 people from your agency register through the GTW link, your agency will be invoiced for the 2 additional registrations. Recording is included and will be available for 90 days. **Train as many staff as you need for ONE low price.**

**Cancellation Policy:** There are NO cancellations. Your registration indicates your commitment to participate.

	Links to Live Broadcast or Recording	
<b>PDGM and the Role of the Clinical Manager: Do You Really Know How to Manage? Webinar Series</b>	<b>\$299 / Member</b>	<b>\$499 / Non-Member</b>

### REGISTRATION

Attendee Name \_\_\_\_\_ Agency Name \_\_\_\_\_

Agency Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Attendee email \_\_\_\_\_

Phone \_\_\_\_\_ Alternate email \_\_\_\_\_

### PAYMENT

I owe \$ \_\_\_\_\_  Check payable to is **VAHC** enclosed     Charge my Visa/MC

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Security Code \_\_\_\_\_

Name (as it appears on card) \_\_\_\_\_

Address (of cardholder) \_\_\_\_\_

Email (for credit card receipt) \_\_\_\_\_

Signature (required) \_\_\_\_\_

### SUBMIT FORM

Mail	Fax	Email
Virginia Association for Home Care and Hospice 3761 Westerre Pkwy. Suite B Henrico, VA 23233	804-288-3303	dblom@vahc.org

