



# RETENTION ACADEMY

MANAGEMENT AND COMMUNICATION FOR RETENTION  
WEDNESDAY, APRIL 11, 2018  
2:00 P.M. EASTERN TIME

# STAR<sup>2</sup> CENTER

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# TODAY'S PRESENTER

- Ann Hogan, M.Ed., SPHR, SHRM-SCP
  - ANN HOGAN CONSULTING
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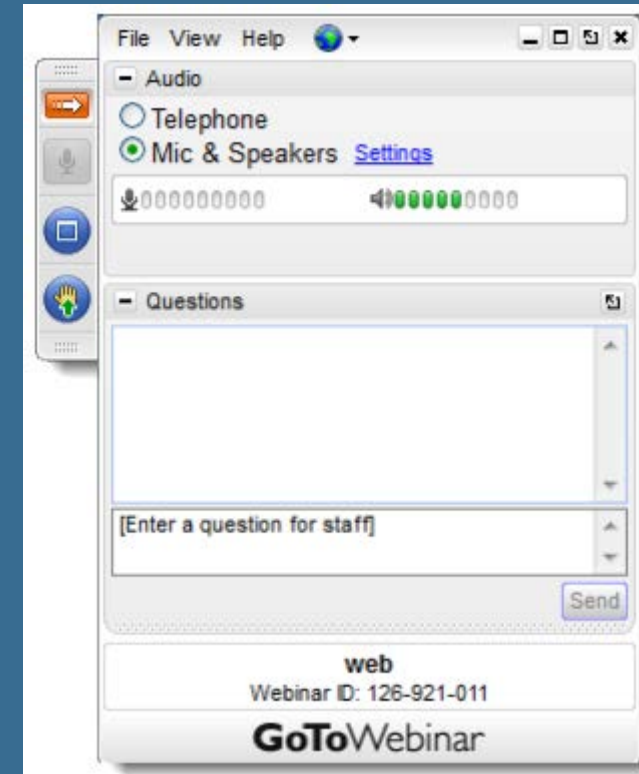
# WEBINAR HOUSEKEEPING

We are  
Recording

Ask  
Questions

Have Fun

- Questions?
  - Raise your hand
  - Use the chat & questions boxes
  - Email [mblake@clinicians.org](mailto:mblake@clinicians.org)





# WHAT DO EMPLOYEES WANT TO KNOW

Who should they listen to

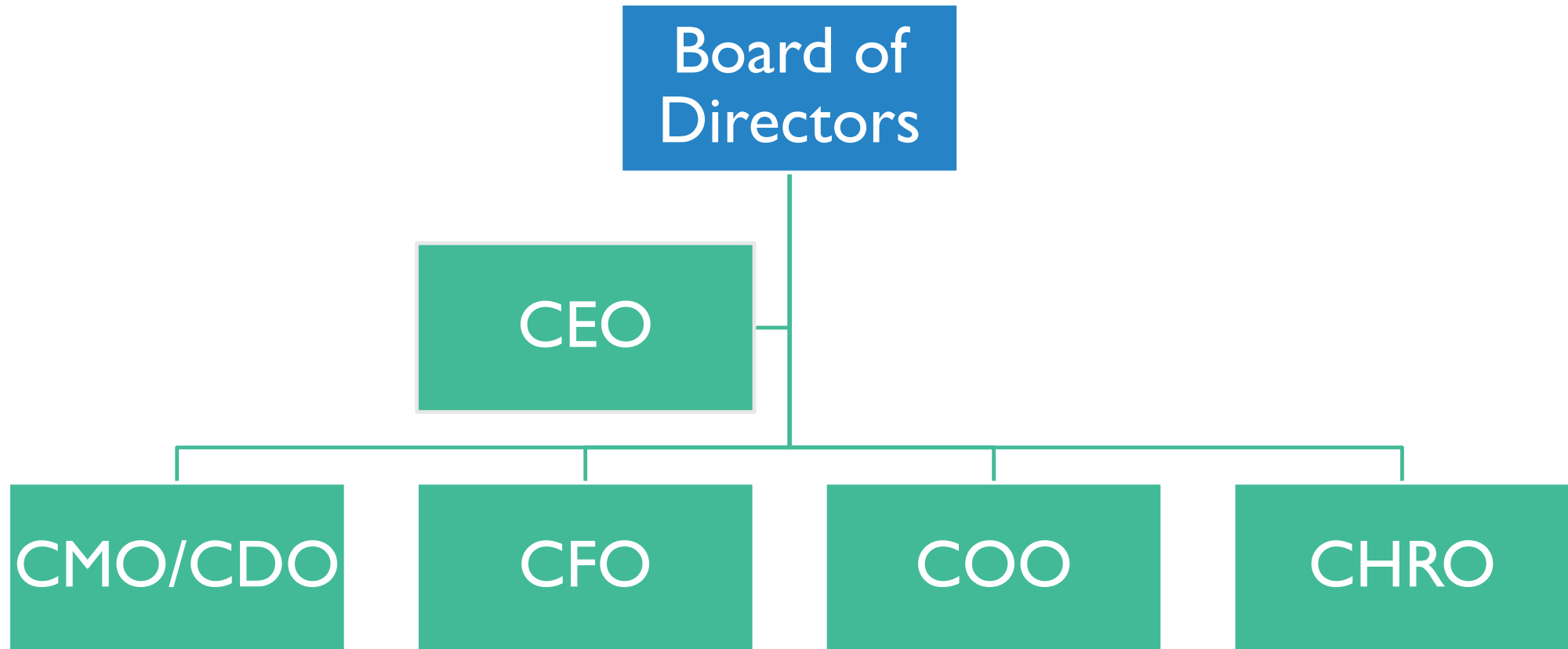
Who do they report to

Who can support them in their duties

Who can they get answers from

Who can they trust

# TYPICAL FUNCTIONAL ORGANIZATIONAL STRUCTURE





# DIVISIONAL STRUCTURE

Medical

Dental

Pharmacy

Behavioral  
Health

Site

Outreach

Education

# COMMUNICATION



Leadership

Employees



# Communication



Let them in on what is happening in the organization






Let them feel included in decision making



Let them know your expectations



# Expectations

-  Do you have a Customer Service Plan or Policy in place
-  Do you have values and a vision for how to treat customers
-  Do you allow employees to make decisions when it comes to the customer

# REVIEW

- Ensure Employees know where to go to get answers to their questions
- Ensure Employees know who is in charge of decisions
- Let people know who by "default" can they listen to
- Let them in on what is going on in the organization
- Ask for their suggestions for improvement





## NEXT WEEK:

- Office Hours/Assignment
  - Wednesday, April 18, 2018 @ 2 p.m. Eastern Time
  - <https://www.gotomeet.me/STAR2Center>





THANK YOU!