



# RETENTION ACADEMY

MANAGEMENT AND COMMUNICATION FOR RETENTION – OFFICE HOURS  
WEDNESDAY, APRIL 18, 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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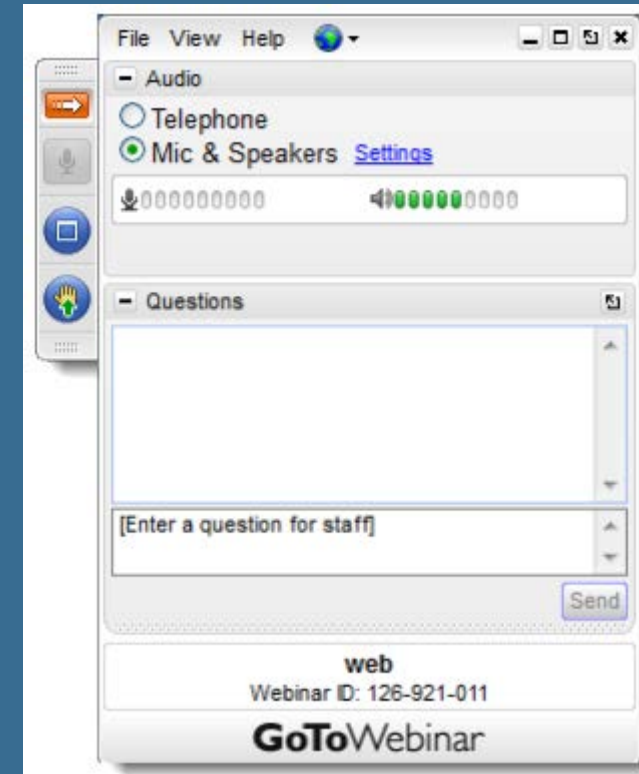
# WEBINAR HOUSEKEEPING

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

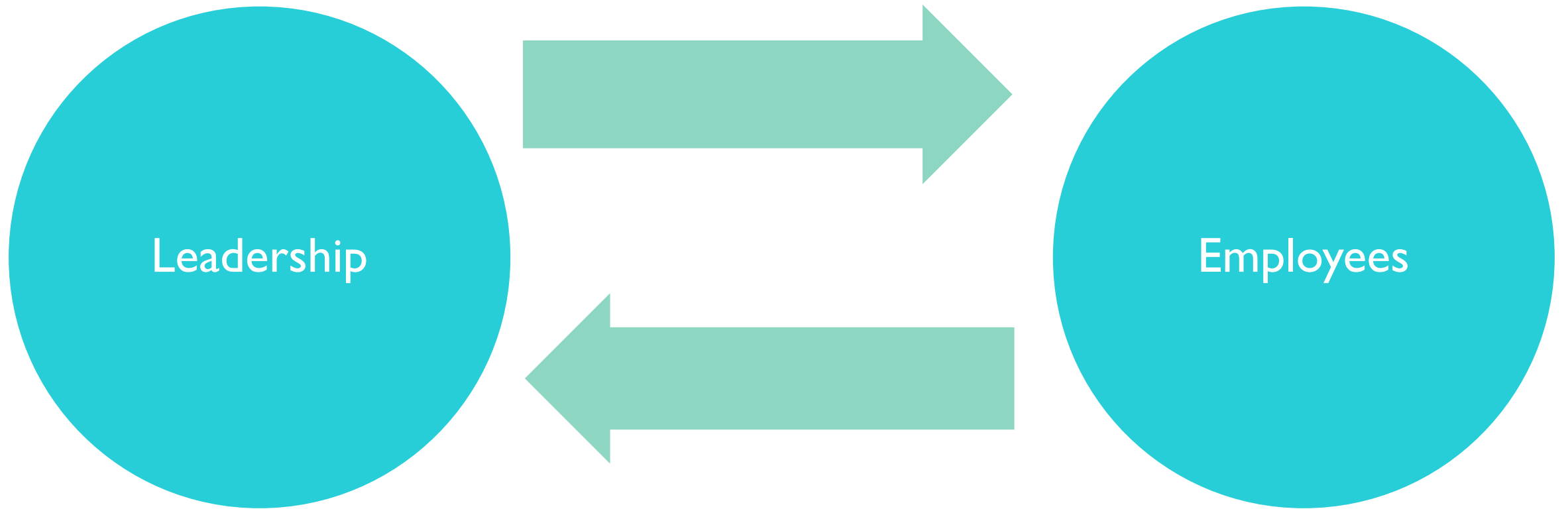
Who do they report to

Who can support them in their duties

Who can they get answers from

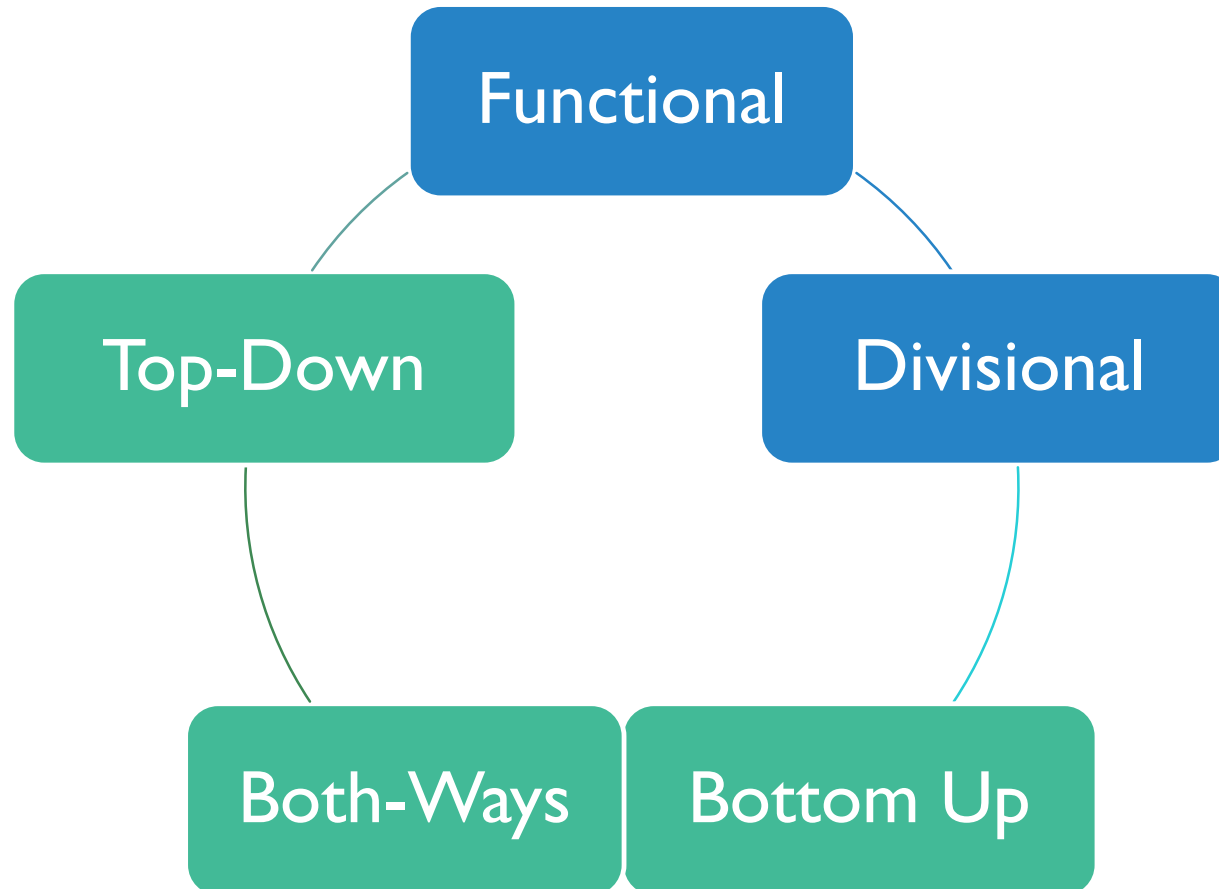
Who can they trust

# COMMUNICATION

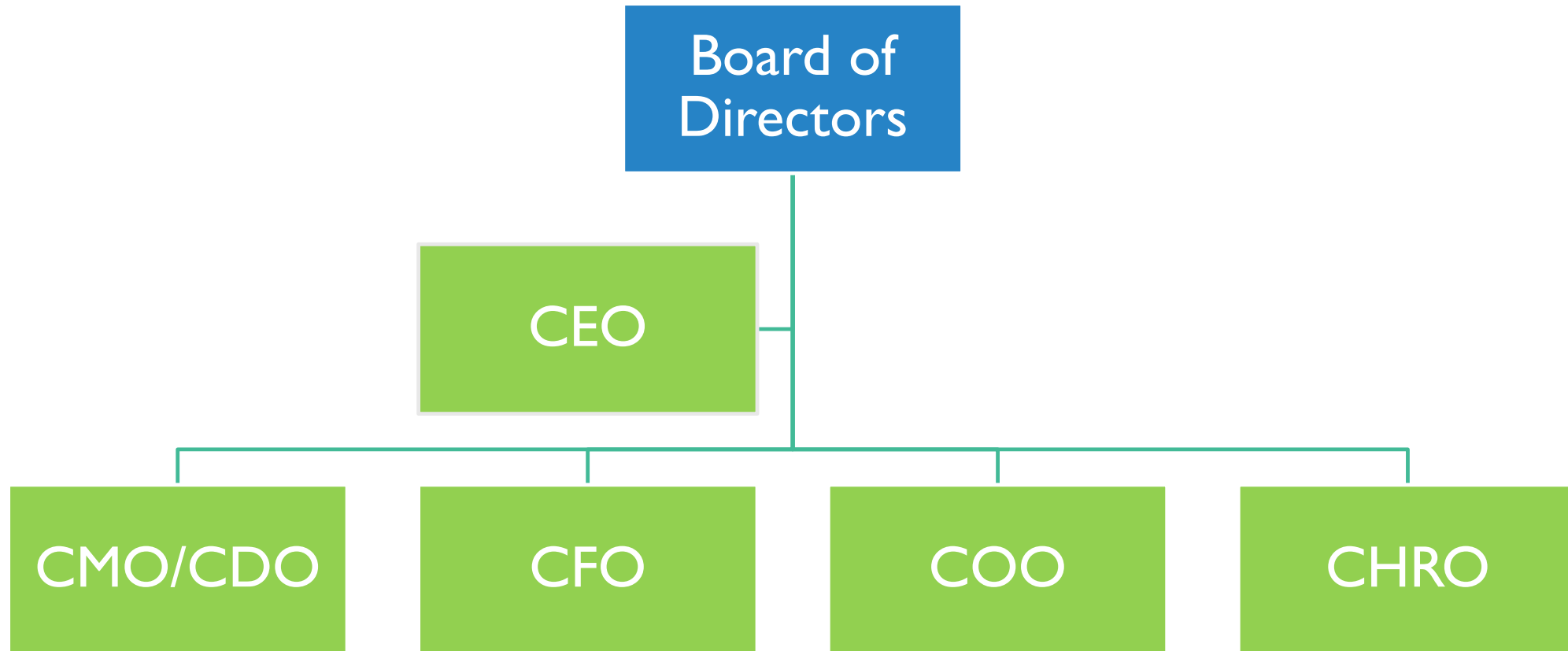




# TYPE OF STRUCTURE AND COMMUNICATION



# TYPICAL FUNCTIONAL ORGANIZATIONAL STRUCTURE



# DIVISIONAL STRUCTURE

Medical

Dental

Pharmacy

Behavioral  
Health

Site

Outreach

Education

## REVIEW

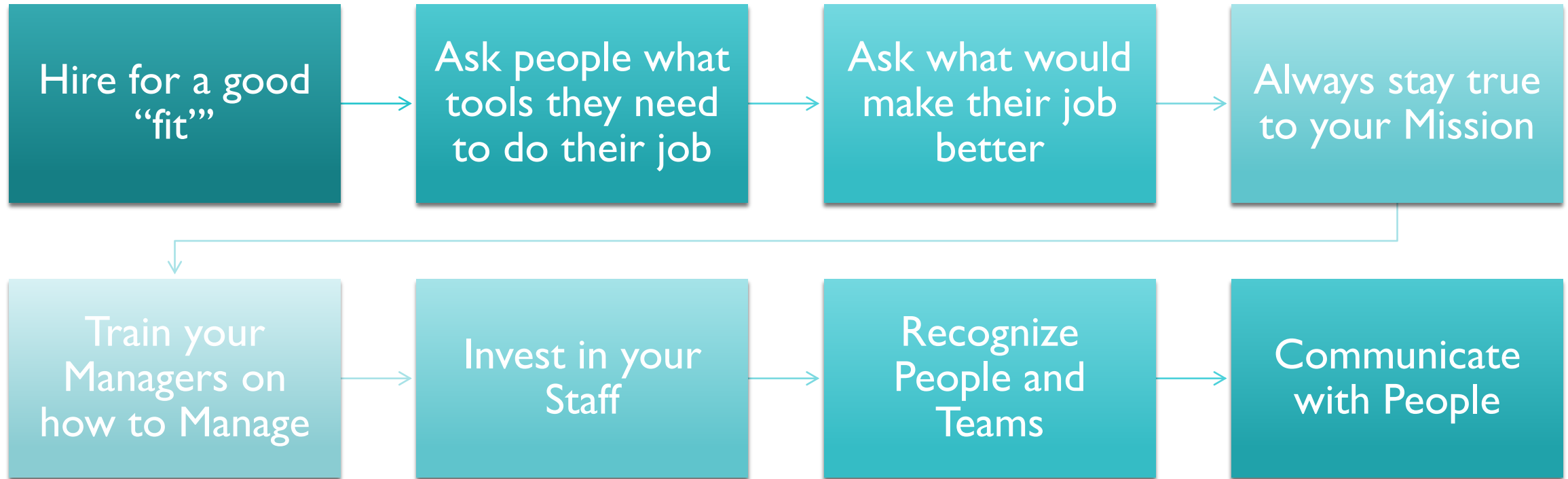
Ensure Employees know where to go to get answers to their questions

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



8 ACTION STEPS TO TAKE TO IMPROVE RETENTION





THANK YOU!