

*Evidence says the manager deserves credit (or blame) for staff's level of engagement (or disengagement).
Excellent management is a profession, not a skill or a set of abilities.
No matter how good your managers are, improvement is always possible.*

Give 'em the Tools!

Have you been wondering about the earlier mail from me? Here's what it leads to: Wright Results' **Manager's Toolkit** is an "academy" of informative modules that generate and reinforce manager's improvement.

The multi-course **Manager's Toolkit** grows from the proven concept that employees who thoroughly **engage** in what they do, strive to do it better. Their do-it-better effort generates improved results. More concisely,

Employee Engagement → Performance Improvement → Results

A manager can ensure employee engagement, and then direct a performance improvement culture. This generates results like:

- **Patient satisfaction** and loyalty
- **Recruitment** results
- **Retention** of your valued staff members
- **Productivity and error-reduction**
- **Leadership** throughout your staff
- **Performance improvement** culture

We fit the **Manager's Toolkit** to your community needs. Content-rich modules in 1½, 2, or 2½ hour formats. Each uses support material that is also an after-training reference. With you we determine specific modules and appropriate sequencing. I am available for staff's questions by phone, fax or e-mail any time before, during and after your community's **Toolkit** series.



Manager's Toolkit modules:

- **Trust:** The Starting Point for an Organization to Excel
- **Engagement:** Why It Means More than Coming to Work
- **Communication:** How to Make This Dynamic Part of Your Success
- **Performance:** 4 Steps to Process Improvement ("Have to" Isn't a Step)
- **Patient Satisfaction:** How to Excel-erate Every Patient's Experience
- **Culture:** Continuous Improvement Is Not Only about "Doing"
- **Recruiting:** 5 Ways to Have Them Want to Work for You
- **Retaining:** 9 Ways to Make Them Want to Stay
- **Creativity:** The Dotted Line to Engagement...and Enjoyment
- **Problem-Solving:** 3 Tools to Use and Ways to Use them Better
- **Commitment:** 8 Tactics to Generate Commitment
- **Conflict Resolution:** It Happens; Here Are 5 Techniques to Get Past It
- **Coaching:** Methods for Engagement > Performance Improvement
- **Leadership:** What It Takes to Make Every Member Eager to Lead

What's the Skinny?

I confer with you via telephone (or in person) to determine what you want and need your participants to have in their Toolkits. From that discussion we agree on the content, number, duration and sequence of the specific modules.

You may note that most frequent are 2½ hour modules, at two-week intervals. Between 6 and 10 modules are frequently offered. (Communication and Patient Satisfaction are most popular, by far!)

Once we make those decisions, we're just about off and running. You determine the location and specific time/dates for the modules. I prepare and pre-ship relevant materials to the address you indicate. We confer via telephone a few days before each session.

I arrive at each session at least one hour before we start. I am eager to meet and converse with participants. This becomes more valuable as we move through the sessions and participants' follow-up questions arise.

My facilitation of every module includes: lecture, discussion, individual reflection, small-group activity, case studies, and debriefing. To insure that participants assume true ownership of the concepts and the techniques, it is imperative that they be actively engaged in every part of every session.

*An immediate evaluation sheet follows every session. As well, a "how is it working?" evaluation follows every three sessions. I schedule informal conversations with you and members of your team to insure that the **Toolkit** is meeting expectations.*

Who Is Tim Wright?

I've learned and applied my performance improvement expertise as a school teacher, a corporate manager and director, a corporate executive, a start-up entrepreneur, and an older brother. I have worked with slightly more than 200 healthcare clients since 2002. I love researching the energy and experience of engagement and its relationship to performance. I love continually improving the services I offer.

I had fun writing two books: ***Batteries Included: How to Charge and Recharge Your Creative Cells*** and ***KAPOW! 64 Blasts to Blow the Lid Off Your Job Performance***.

I am fortunate to live in Austin, TX. A great town whose great airport allows me to fly anywhere!

For more information about Wright Results and what I offer, please visit www.WrightResults.com.

To subscribe to ***Spirit of Performance***, my no-cost monthly electronic newsletter: www.WrightResults.com/readerpage.html.



Tim Wright