

Improve Employee Retention by Sharpening Your Supervisory Skills

In partnership with [PHI](#), ahcancalED has launched a new online training titled [PHI Coaching Supervision®](#). This five-module course is designed for all assisted living, skilled nursing and ID/DD staff with supervisory responsibilities including nurse supervisors, department heads, and service delivery coordinators. Administrators, executive directors and DONs will also benefit from this course by helping them become better coaches for their supervisory staff members.

This training teaches the essentials of PHI Coaching Supervision®, including the difference between task-centered and relationship-centered thinking; traditional supervision versus coaching supervision; coaching skills related to active listening, self-awareness, and self-management; paraphrasing; delivering feedback, and other forms of verbal and non-verbal communication.

Studies show the number one reason long term care workers cite for quitting their jobs is their supervisor. Many LTC supervisors are hired or promoted into their roles without prior supervisory experience or proper management training. This can have a significant impact on employee retention that is magnified during the current workforce crisis.

The course helps long term care managers and supervisors engage employees in solving work-related problems while empowering them to participate in decisions that impact their daily work. When implemented fully, PHI Coaching Supervision® has been shown to result in increased worker satisfaction and retention as well as improved quality of care.

NAB has approved 4.50 CEs for this course and the Iowa Board of Nursing has approved 4.50 nursing CE hours. Registration fees are \$350 for AHCA/NCAL members and \$650 for non-members.

Individuals can register for the course at [PHICoaching.com](#) using their AHCA/NCAL usernames and passwords. For assistance obtaining AHCA/NCAL usernames and passwords, please e-mail educate@ahca.org with your name and facility contact information.

PHI is a national organization committed to strengthening the direct care workforce by producing robust research and analysis, leading federal and state advocacy initiatives, and designing groundbreaking workforce interventions and models for 30 years.