



ORGANIZATIONAL LEARNING

FBN is committed to building and sustaining a culture of excellence through collaborative learning. Our employee development program, **The Learning Circle**, is an expression of that commitment. **The Learning Circle** began as a single program; however, it has become an umbrella for all the leadership programs that help change the culture of our facilities and create work environments that engage the hearts and minds of all employees. Current Learning Circle programs include **Leadership Excellence**, **LEAP®**, **Targeted Selection®**, **E3®**, **DDI Consulting** and **DDI Certified Facilitator Training®**.

LEADERSHIP EXCELLENCE PROGRAM

The **Leadership Excellence** program was developed in partnership with Development Dimensions International (DDI) to address basic skill gaps present in many frontline leaders and others in leadership positions. FBN senior leaders recognized that building a resident-centered culture of excellence demands exceptional leaders throughout the organization. Research demonstrates that training must be linked to business objectives and outcomes. Accordingly, the **Leadership Excellence** program extends beyond the delivery of training modules to include working with senior leaders to create the foundation for learning and growth through support systems that sustain learning and align objectives. The expected outcomes are to reduce turnover, lessen overtime and boost employee satisfaction, thereby stabilizing workforce relationships among community administrative, supervisory and direct care workers. As a result, resident satisfaction increases.

Course content is tailored for the long-term care industry and organized into modules. Popular modules include:

- Essential Skills for Healthcare
- Leading Staff Through Change
- Coaching for Success
- Effective Teamwork
- Communicating and Listening
- Conflict Resolution
- Delegating and Personal Productivity
- Building Consensus
- Improving Staff Performance
- Setting Expectations
- Reviewing Performance

Modules are continually updated to address member needs. New modules include:

- Valuing Differences
- Influential Leadership
- Motivating Others
- Building an Environment of Trust
- Making Effective Decisions
- Leading High Performance Teams

“Utilizing the **Leadership Excellence** programs offered through FBN helped our organization formulate a new strategic direction. In fact, they inspired us to form our own leadership university to help develop the next generation of leaders at Redstone.”

~John R. Dickson IV
President and CEO
Redstone Presbyterian SeniorCare

OUR SERVICES INCLUDE:

Pharmacy • Food, Nutritional Supplements & Dietary Management • Organizational Learning • Medical Supplies & Equipment • Insurance Programs • Office Supplies/Equipment & Capital Equipment • Housekeeping, Maintenance & Facilities

The Faith-Based Network is a business alliance of faith-affiliated, long-term care facilities in Western Pennsylvania that work collaboratively to create high-value business solutions.



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TARGETED SELECTION®:

A behavior-based selection system that identifies, hires and promotes top talent. Includes a tool to assess employee engagement and take action on the results to enhance performance.

DDI CERTIFIED FACILITATOR TRAINING®:

A train-the-trainer model which employs key principles to educate and certify facilitators in the DDI method of facilitation.

E3®: A web-based, 20-item measurement tool to assess employee engagement and take actions on the results to enhance performance. This tool helps organizations prioritize their change interventions and provides implementation consulting to ensure the E3 is fully integrated with overall development initiatives.

DDI CONSULTING: A service to help enhance performance management and selection systems.

THE RESULTS

Evaluations are tracked on three levels: class evaluations after each module, evaluation of learning transfer from the participants to their peers and managers, and turnover, overtime and agency use. Evaluation reports show improvements in employee productivity and morale, more efficient operations and increased communication among employees.

DDI recently published a research white paper on FBN's *Leadership Excellence*. Some of the results include:

- Leaders found the training to be valuable and applicable to their jobs.
- Overall, leaders improved their skills by approximately 19 percent.
- After training, leaders and observers realized improvements in employee productivity, morale, communication and engagement.
- Aggregate turnover is trending downward.
- Overall overtime and agency use for nursing improved 3.37 percent while Dining Services overtime was reduced by 7.46 percent.

The conclusions of this study were that *Leadership Excellence* effectively addressed leaders' needs to improve performance management, conflict resolution and change management skills.

OTHER PROGRAMS

FBN endorses LEAP® (Learn, Empower, Achieve, Produce), an award-winning Mather Lifeways program. This clinically based, three-day, train-the-trainer program focuses on the relationship between nursing staff and residents.

FOR MORE INFORMATION

FBN can create an organizational learning program tailored to your unique needs.

Call today to learn more.

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