

On-site Training Opportunity

Reducing Gossip in the Workplace

Create a positive work environment and techniques to challenge staff to reach new heights by eliminate gossip, complaining and destructive communication.

Dear Provider,

Do you want:

- To work in an atmosphere of trust
- Experience renewed energy
- Improve customer satisfaction
- Improve staff morale
- Keep the best workers
- Increase productivity
- Work in a team environment
- Experience positive word-of-mouth advertising?

If you answered yes to any of the above questions you will not want to miss the seminar Reducing Gossip in the Workplace! Gossip decreases productivity and creativity. It distracts people from their work, creates dividers between those who work together and compromises customer service.

At this seminar participants will learn strategies that will create a positive work environment and techniques to challenge staff to reach new heights by eliminate gossip, complaining and destructive communication.

Participants will leave equipped with a professional and easy to implement in-service training packet. A CD will be provided complete with agenda, power point presentation, handouts and learning activities. You will have everything that you need for a fun interactive in-service for your entire staff.

For More Information

If you are interested in having this training opportunity at a very affordable cost, please contact Brenda L. Roberts, Director of Quality Assurance and Education by telephone at (734) 525-2407 or (800) 482-0118 x2407 or by email at broberts@miassistedliving.org.

Brenda L. Roberts



15441 Middlebelt Road Livonia, MI 48154 - Tel: 800.482.0118 - Fax: 734.525.2453
www.MiAssistedLiving.org - MALA@miassistedliving.org

Reducing Gossip in the Workplace

Who Should Attend?

Administrators, Home Managers, Supervisors, Training Coordinators, Directors, Office Managers, Kitchen Managers, Life Enrichment and Activity Staff and other key staff.

Continuing Education Credits

Approved for three CEU for AFC Licensees and Administrators and three CEU for Nursing Home Administrators.

About the Presenter

Dynamic, enthusiastic, and high-energy are some of the adjectives that participants have used to describe our presenter, Brenda Roberts, MALA's Director of Quality and Education. She possesses a unique blend of experience, education, and passion.

Brenda has over 30 years of experience in the long-term care industry. She earned her master's degree from Central Michigan University with an emphasis on the adult learner. Brenda is a skilled public speaker with a passion that is felt by her audience. Attend this training, experience Brenda's passion, and be re-energized!