

COMING THIS FALL...(Portland & Bangor)

PUBLIC SEMINARS - PRESENTED BY: DEBORAH L. GALLANT & ROXANNE BRADSHAW

Supervisory Skills Training

This highly pragmatic, intensive, six-hour program will help supervisors gain a much better perspective on the impact and potential of their work. This training program will emphasize practical skills and methods that supervisors will be able use immediately to improve their effectiveness in communication, in working with people, and in applying basic management tools.

Topics to be covered:

- Understanding the Crucial Role of Supervision
- The Secrets of Motivation
- Dealing with Unsatisfactory Performance/Holding People Accountable
- Delegating and Decision Making

FRIDAY, SEPTEMBER 20, 2002 – 9:00 A.M. – 4:00 P.M.

Location to be Determined

To sign up now for the Public Seminars call Michelle Castle at (207) 773-4800

Advanced Supervisory Skills Training

This intensive and informative program provides a focus on the critical management tools that all Supervisors need to get superior results. Evaluate what you are currently doing...regain techniques you might have forgotten...exchange ideas and solutions...and identify the critical issues necessary to be an efficient manager/supervisor at your organization.

Topics to be covered:

- Coaching and Counseling with Success
- Emotional Intelligence
- Becoming a More Powerful Leader
- Critical Thinking Skills

FRIDAY, SEPTEMBER 27, 2002 – 9:00 A.M. – 4:00 P.M.

Location to be Determined

TWO NEW ON-SITE TRAINING SERVICES NOW AVAILABLE

Critical Thinking

If your managers, supervisors, or executives are responsible for handling both the daily and "big picture" issues and challenges of their area, than this seminar is for your organization!

Maximize your brainpower! Learn how to better assess and develop your thinking preferences, your optimal thinking time, and your ability to influence others. "Critical Thinking" is fast becoming a highly sought after quality in managers, supervisors and executives.

Become familiar with the different styles of thinking and identify your own personal preferences; learn how to ask yourself the "big picture" questions; learn how to challenge assumptions and expand your perceptions about different situations. You can come to better conclusions and decisions, you can learn to influence and persuade others with clear thinking and clear language. This program will help you with all of this and a lot more. Learn how to manage team idea exchanges and how to find out what you don't know and solve the real problem! This program will provide you with practical skills that can be applied immediately to the day-to-day operation of your business.

Learn how to build and expand your thinking skills, so you'll be able to fully consider all sides of an issue and anticipate a broader range of possibilities.

Emotional Intelligence

"Becoming a More Powerful Leader"

You've built a solid foundation of management skills and expertise. Now you're ready to move beyond managing to leading. In this workshop participants will take a close-up look at what "leading" really means...how to sidestep pitfalls and barriers that slow your progress...and leadership "best practices" that you can implement today to make you a more powerful leader.

Nobody said it would be easy...learn how to cope with the challenges that come with being a leader. Being in a leadership role can be a mixed bag. Along with the obvious satisfaction and rewards come tough demands and responsibilities...you're expected to solve problems, make difficult or unpopular decisions, maintain high credibility, explain "management's" position to employees and be able to maintain your cool in the face of disagreement. In this session, you'll get specific strategies, techniques and ideas to help you become a more powerful leader.

ANOTHER NEW & IN DEMAND SERVICE

New Manager Assimilation Process

What To Do When the Organization's Newest Member Is The Boss

The new manager Assimilation Process can be an extremely effective intervention for any level of manager entering a new organization. Its objectives are quite straightforward and the steps to follow are uncomplicated and relevant in any business environment or culture.

Major Objectives:

- Provide direct reports with the opportunity to “get to know” their new manager in a very short period of time
- Begin to build the basis for a longer-term working relationship between the manager and his/her team of direct reports
- Lay the foundation, very early on, for work planning and problem solving between the manager and direct reports.

Five Sequential Phases of the Process:

1. Data Collection
2. Feedback to the New Manager
3. Response Preparation
4. Assimilation Meeting
5. Follow-up

The process begins with the help of a consultant, either from within the organization or external to the business, who is viewed by the manager and his/her direct reports as an objective third party.

The credibility of this consultant is extremely important to the process since he/she will be used to gather highly confidential data from both the manager and the direct reports. The willingness of the people participating to share that data can be enhanced significantly if the consultant is viewed as objective, able to handle confidences, and competent in organizational development processes.

CLASSIFIEDS

Director of Patient Financial Services

Our client, the Sisters of Charity Health System, a regional healthcare organization, which includes St. Mary's Regional Medical Center, d'Youville Pavilion Nursing home, and a large physician practice, located in Lewiston, Maine, has asked us to assist them in filling the Director of Patient Financial Services position.

The position, reporting to the Vice President of Finance, will supervise a staff of four supervisors and an administrative assistant, and oversee all aspects of the patient financial services for the system.

The successful candidate will be an innovative, results oriented, high integrity leader, with the ability to see the big picture and strategically plan for the future, while possessing technological excellence in business office functions such as cash flow and revenue cycles. A bachelor's degree in accounting, with a minimum of 5 years experience overseeing financial operations in a healthcare environment is required. Prior work experience and/or exposure to Physician Billing is highly desirable.

Interested individuals should forward a resume with letter of interest indicating salary requirements in confidence to: **John C. Manning, Senior Associate**

Our Client is an Equal Opportunity Employer

ITS OFFICIAL!

Maine Businesses for Social Responsibility (MEBSR)

*Roxanne Bradshaw, a Senior Associate of D. Gallant Management Associate
was elected President of MEBSR on June 5, 2002*

MEBSR is an association of over 350 businesses and organizations, representing nearly 35,000 employees statewide. MEBSR members are committed to creating a new business climate that recognizes that sustainable profitability is directly related to acting in a socially responsible and ethical manner. The association founded in 1993 works to help people meet their goals for improving business practices, and finding solutions to social, environmental, and economic problems. MEBSR members believe profitability and social responsibility comprise a dual bottom line; they are equally important and inseparably connected. ***Congratulations, Roxanne!***

