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Membership

Do you know of any ACHE members who aren't members of GCHEG? Send them to our Website to learn more about becoming a member.

It's as easy as sending an email to tell us that you want to be included in the chapter. They will receive our newsletter and invitations to our events.

New Business

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The Executive

A Greater Charlotte Healthcare Executive Group (GCHEG) publication

VOLUME 2, ISSUE 2

SUMMER 2007

Professional Highlights

Five Tactics That Reduce Turnover

A recent report by Staffing.org confirms that the financial burden of turnover can be as much as 200 percent of the departing person's salary. That makes retention crucial. Apply these retention strategies:

1. **Focus on career development.** Show employees how to measure their progress as they advance from one goal or responsibility to the next. Work together to identify key competencies and develop plans to bridge knowledge or skills gaps.
2. **Provide continuous learning.** Offer ongoing training opportunities to allow employees to meet career goals, to develop future leaders and to improve the services your organization offers. Encourage employees to speak at professional meetings and conferences to further develop their skills and build their own profile.
3. **Encourage networking.** Give employees opportunities to build webs of contacts both within and outside your organization. Meeting with co-workers from other departments helps your employees better understand the business and identify risks and opportunities. Joining professional organizations and attending networking functions allows workers to draw on others' expert knowledge and could expose business opportunities.
4. **Offer access to management.** Interaction with senior leaders gives employees opportunities to learn from—and to impress—those who control their careers. Doing so also allows top leaders to identify potential leadership talent that could guide the organization into the future.
5. **Foster open communication.** Develop a culture based on candor and openly solicit ideas from employees. Hold informal face-to-face discussions after each project's completion—call them "lessons learned" sessions—and encourage employees to come to you to discuss their concerns. Schedule regular meetings to raise issues, share information and garner feedback.

Adapted from *Communication Briefings*, May 2007; (703) 518-2343; www.briefings.com

Events Corner

ACHE Credits Have Arrived Locally

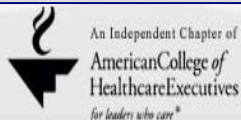
Join the Greater Charlotte Healthcare Executives Group as we host **Carson F. Dye, FACHE**, nationally known speaker and author to Charlotte.

Title: "Renewing the Healthcare Organization: Management Strategies for Healthcare Leaders"

Date: August 1st, 2007
 Registration: 7:00am
 Program: 7:30am – 1:30pm
 Cost: \$200 (members), \$275 (non-members)
 Location: Ballantyne Resort – South Charlotte, NC

Six (6) Category I ACHE Credits will be granted upon completion

For additional information please visit our website <http://gcheg.ache.org/x10.xml> or call Heather McFadden at 704-355-4745. Be on the look out for other events being planned for this fall.



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Article Highlights

Six Steps to Better Problem Solving

Take these steps to lead your group through a problem-solving session:

1. **Discuss the problem.** State the problem and invite teammates to describe their experiences. A teammate's past experience with similar problems can point the team toward a solution.
2. **Define the problem's source.** Encourage teammates to brainstorm. Focus on clarifying any and all root causes, probing for more information by encouraging the team to consider unfamiliar angles. Uncovering the root causes provides a checklist for evaluating potential solutions.
3. **Evaluate the benefits of solving the problem.** Teammates must understand how doing so will benefit them personally and improve working conditions on the team. If teammates don't see any benefit, they will not buy into the problem-solving effort.
4. **Brainstorm possible solutions.** Invite teammates to contribute suggestions for solving the problem. Avoid their desire to implement those ideas; everyone should remain neutral deciding whether solutions are realistic and actionable.
5. **Chart action steps.** Answer these questions: "What is the first thing we need to do?" and "What is the next thing we need to do?" And so on. Develop an action plan that includes responsibilities, due dates, a communication system and an overall project schedule that everyone agrees to support.

Adapted from *Communication Briefings*, May 2007; (703) 518-2343; www.briefings.com.

Hot Links (click to visit)

[CAREER OPPORTUNITIES](#)
[GCHEG WEBSITE](#)
[PRESIDENTS LETTER](#)

[ACHE WEBSITE](#)
[ACHE NATIONAL NEWS](#)

Events Corner

Board of Governor's Exam Study Group going on now!

Take your next step to becoming Board Certified in Healthcare Management as a Fellow of ACHE. For more information contact Jamillah Hasan-Jones at 704-355-2820 or email at jamillah.hasan-jones@carolinashhealthcare.org.

First Study Session

July 13, 2007 to begin promptly at 7:00am
Dining Room #6 at CMC



Keep your eyes open for other Fall events with opportunities to earn Category II CEU's