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## Reasons for Turnover

- *Poor Communication*
- *Lack of Appreciation*
- *Low Morale*
- *Poor Staffing*
- *Workload*
- *Schedule*
- *Benefits/Pay*



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# Turnover Costs

- ✓ Employee Replacement Costs
- ✓ Loss of Productivity
- ✓ Poorer Quality of Care
- ✓ Decreased Staff Morale
- ✓ Reduced Resident Satisfaction
- ✓ Increased Work Stress
- ✓ Increased Absenteeism Rates
- ✓ Increased Accidents
- ✓ Increased Hospital Readmission Rates



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# Objective #1

Identify characteristics of  
successful preceptors



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## Objective #2

*Review tools and training  
needed to make preceptors  
most effective*



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## Objective #3

*Discuss ways organizations and  
managers can strengthen their  
preceptor programs*



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# Effective Preceptors

- *Positive*
- *Supportive*
- *Competent*
- *Effective communicator*
- *Good teacher*
- *Sensitive*
- *Strong Leader*
- *Makes decisions*
- *Solves problems*
- *Manages conflict*



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# How to Choose

- *Self-evaluation*
- *Input from Supervisors*
- *Input from Coworkers*
- *Input from Staff outside department*



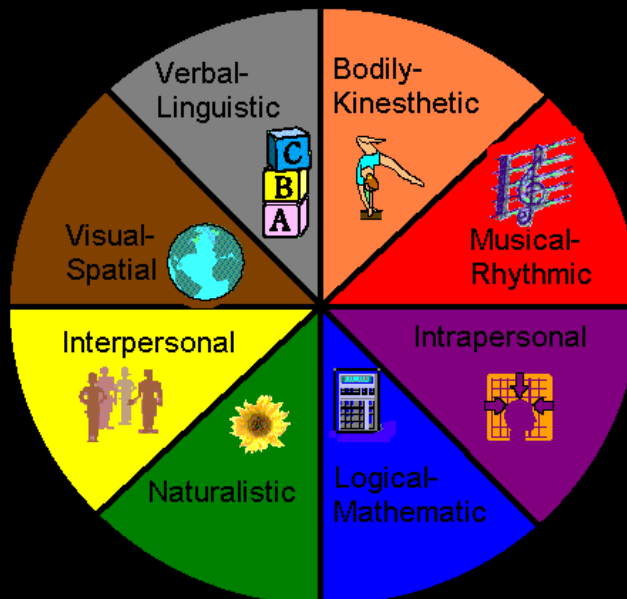
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# Training for **SUCCESS**



- ❖ *How People Learn*
- ❖ *Best Ways to Teach*
- ❖ *Ways We Communicate*
- ❖ *The Social Role of Preceptors*

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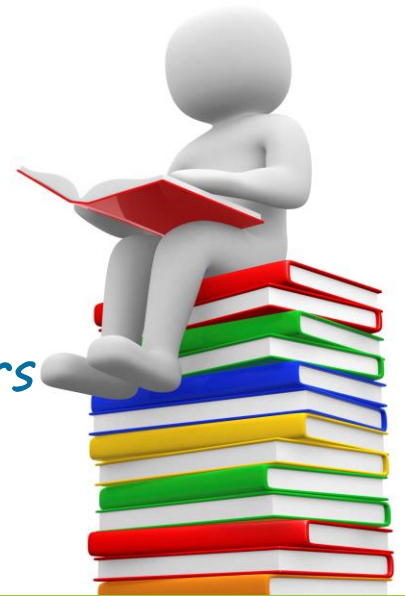


<http://www.psychsummaries.com/2011/10/gardner-1983-multiple-intelligences.html>

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# How People Learn

- *Visual/Spatial Learners*
- *Verbal/Linguistic Learners*
- *Bodily/Kinesthetic Learners*



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# Visual/Spatial Learners



- *Showing*
- *Reading*
- *Pictures*
- *Charts*
- *Graphs*
- *Visualizing*

<http://blog.brookespublishing.com/differentiating-instruction-for-multiple-intelligences-and-learning-styles/>

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## Verbal/Linguistic Learners

- Reading, hearing, & seeing words
- Speaking, discussing, & reviewing things verbally
- Listening & taking notes



<http://blog.brookespublishing.com/differentiating-instruction-for-multiple-intelligences-and-learning-styles/>

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## Verbal/Linguistic Learners

- Prefer to have things explained
- Remember conversations well
- When trying to remember something, tend to repeat it out loud



<http://blog.brookespublishing.com/differentiating-instruction-for-multiple-intelligences-and-learning-styles/>

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# Bodily/Kinesthetic Learners

- *Touching and manipulating things*
- *Moving around*
- *Role playing*
- *Hands-on practice*



<http://blog.brookespublishing.com/differentiating-instruction-for-multiple-intelligences-and-learning-styles/>

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# Best Way to Train for Tasks

1. *Show me how to do it*
2. *Tell me what you're doing while you show me how to do it*
3. *Watch me do it, while I tell you how I do it - giving me guidance as I do it*
4. *Watch me do it without any assistance - then give me feedback afterwards*



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# Methods of Communicating



*How much of the communication we receive is from using our voices?*

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# Methods of Communicating

*Communicating using our voices includes:*

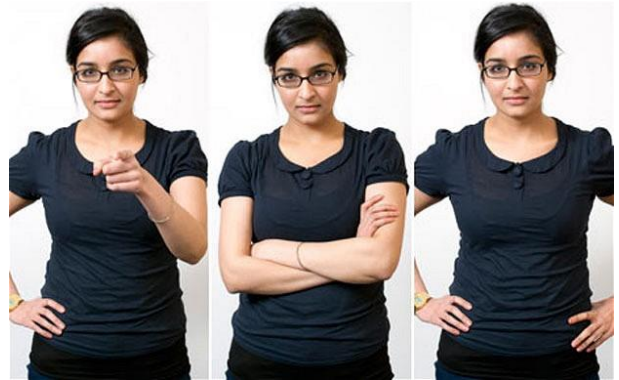
- *Tone*
- *Speed*
- *Volume*
- *Pitch*
- *Rhythm*



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# Methods of Communicating

*How much of the communication we receive is from using our body language?*



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# Methods of Communicating

*Communicating using our body language includes:*

- *Physical Environment*
- *Distance*
- *Appearance*
- *Posture*
- *Eye Contact*
- *Touch*
- *Gestures*
- *Facial Expressions*



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## Building the Team

- *Being prepared*
- *Introductions*
- *Same schedule*
- *Best ways to communicate*
- *Handling conflicts*



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## The Role of Management



- *Choose wisely*
- *Spend the time/money*
- *Have a written outline*
- *Continue to evaluate*

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nk you



**OPENDOOR**  
TRAINING & DEVELOPMENT



Lori L. Dierolf, President  
Lori@OpenDoorTraining.net  
(717) 471-3572