

Managing Performance

A Path to Business and Clinical Excellence

Session Description

This half-day to full-day seminar is designed to equip leaders and managers with the knowledge and skills to deliver safe, high quality care in a way that fosters high patient and staff satisfaction and engagement.

By the end of this course, you will be able to:

- **Define** a model of performance.
- **Identify** proven ways to manage performance of high and low performers.
- **Practice** setting expectations, measuring expectations, monitoring performance, and coaching.
- **Apply** a set of practical tools to align managing performance with safety, quality, satisfaction, and service excellence goals.

Session Length:

Half day or full day –

content can be customized based on timeframe needed.

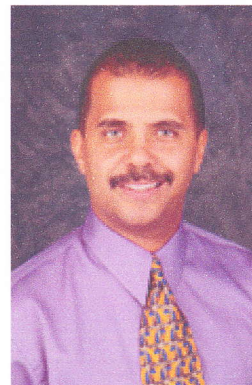
Room Set Up:

prefers crescent rounds but
classroom or lecture seating is acceptable

AV requirements:

LCD, wireless lavalier, screen, 2 flipcharts,
black and blue markers

William “Marty” Martin, PsyD, MPH



Dr. Marty Martin, licensed psychologist, national and international speaker and former HR executive combines his unique background and education to deliver keynotes, half and full day training and educational seminars.

Marty currently serves on the Aurora Health System Board chairing the Social Responsibility Committee and sitting on the Executive Compensation Committee. He also serves on the Human Resources Committee of the Gateway Foundation, one of the nation's largest behavioral health and substance abuse organizations.

Marty has written about performance management in the Group Practice Journal, Journal of Medical Practice Management, and The Physician Executive.