

# Secrets of a Great Department Head



## Helpful Housekeeping & Maintenance – April 9

### **Course Description:**

This session will discuss specifics for success as a Housekeeping Director and Maintenance Director by exploring specific aspects of both departments.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will:

1. Describe processes for housekeeping department oversight
  2. Describe processes for Maintenance department oversight
  3. Implement an effective strategic planning process for these departments
  4. Identify a yearly plan for QA reviews/audits for Housekeeping and Maintenance departments
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## Conducting Meaningful Meetings – April 23

### **Course Description:**

This session will discuss specifics for efficient and productive team meetings that will maximize effective communication while promoting team morale and collaboration.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will:

1. Identify the types of team meetings that will promote successful communication
  2. Implement an effective team meeting schedule/process
  3. Describe the techniques and tools that maximize effective meeting communication and collaboration.
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## Department-Specific Survey Success – April 30

### **Course Description:**

This session will discuss specific tips and strategies for staying survey ready throughout the year, and for following a schedule that will help to concentrate on survey focus areas and issues. Sample tools will be provided/reviewed.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will:

1. Identify the survey focus areas/issues that should be reviewed
  2. Implement an effective schedule/process for concentrating audits/reviews of survey focus areas and issues
  3. Describe the tips and strategies that will maximize being survey ready throughout the year
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## Achieving Department Collaboration & Great Customer Service – May 7

### **Course Description:**

This session will discuss specific tips and strategies for promoting effective teamwork and collaboration and boosting team morale while avoiding common traps that interfere with team success. Examples of staff exercises for successful customer interactions will also be provided.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will:

1. Identify common traps that interfere with team success and how to avoid them
2. Implement interventions for boosting team morale.
3. Describe tips and strategies for promoting effective teamwork and collaboration.
4. Identify customer service goals for each facility department.
5. Describe tips and strategies for promoting facility wide focus on customer service.
6. Discuss examples of staff exercise for successful customer interactions.