



# BAYADA® BULLETIN

Bayada Nurses 1975–2009 | Celebrating Over 30 Years of Compassion, Excellence, and Reliability  
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Heroes on the Home Front

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## Special Features

### Giving and Receiving Actionable Feedback workshop receives rave reviews

Submitted by **Susan Milstein**, Chief Training Officer (TRN)

Run and hide? Whether you're the giver or receiver, that might be your first reaction to the word *feedback*. Positive feedback is usually welcomed; developmental feedback can be a challenge.

When delivered in a sincere, caring manner, both positive and developmental feedback improves the chances that the receiver will act on it to the benefit of all. That was the message of the workshop *Giving and Receiving Actionable Feedback* that was introduced at the Hourly Wave 5 Directors Premieres last month. In addition to learning about the roles and emotions of both givers and receivers, workshop participants practiced their feedback skills with tools provided by our consulting partners, Liberty Business Strategies.

Liberty developed the workshop and trained nine Bayada Nurses employees in leading and facilitating the workshop. Their debut was at the Hourly Directors Wave 5 Premiere, and they are scheduled to train Visit directors in April and May. We will also be scheduling this workshop periodically at the NC and PA Training Centers and upon request for division meetings.

Baltimore, MD (BAL) Director **Patricia Heiberger** shared, "This was truly one of the best—if not the best—workshops I have ever attended. The topic was certainly one of great value, the sessions and materials well-organized, the facilitators were beautifully prepared and encouraging, and the entire day was tremendous. It will go a long way in helping me to be a better manager and person."

Pinellas County, FL (PC) Director **Iris Cognevich** loved the focus on giving and receiving feedback as an opportunity for growth rather than thinking of it as a typically negative experience. She said that

### BAYADA NURSES FACILITATORS

- Ali Waeschle**, Director (UNI)
- Colleen Thomas**, Director (IS)
- Daryl Address**, Gladiolus Division Director (GLA)
- Geraldine Vickers**, Director (ESP)
- Heather Fotopoulos**, Director (ALL)
- Karen Hojda**, Director of Curriculum and Training (TRN)
- Marie Blessington**, Director of Clinical Leadership Development (NUR)
- Robin McCarron**, Director (WS)
- Sherri Pillet**, Director, Employee Relations & Talent Development (EMP)

everyone learned about a "really unique tool" called the Caring Feedback Model. "It's good to have a more structured method for giving and receiving feedback. We learned to define the purpose of the feedback opportunity, what behavior we would be addressing, the consequences for all involved, how to make it a dialog with open-ended questions, and to clearly define our expectations and share thanks."

Iris also shared that she liked the fact that "our own people presented to us, relating topics to real-Bayada examples of situations where feedback is needed." She added that her group's facilitators, Director of Curriculum and Training **Karen Hojda** and Director of Clinical Leadership Development **Marie Blessington**, were "exceptional."

"I am always in awe of how the trainings Bayada provides are so actionable and appropriate," shared Director **Jeannette Young** from the Latrobe, PA (LAT) office. "I always leave these meetings feeling reenergized, and this workshop and meeting was certainly no exception. We learned that giving and receiving feedback should and can be a positive experience. It's about developing others, and that is *The Bayada Way*." ■



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