



# Keeping The Best A Program for EMS Leaders to Retain Their Best Talent

## Elevate Your Leadership by Learning to Coach

Keeping the Best™ is designed to help leaders keep their top talent and stop the revolving door of recruitment and retention, where people leave as quickly as they come in the door.



Unlock the secret to retaining top talent with the tenants of emotional intelligence. Participants will learn proven strategies to support a highly engaged, long-term team.

It's within your power to create and maintain the culture and organization you most desire. That's why we're digging deep into the power of coaching as a leadership tool.

NEMSMA Approved  
CME/CLE Hours



## Meet Your Instructors



Lisa Glruzzi, Coach, Author & Trainer

**Appreciative Inquiry  
Certificate**

*from*

CASE WESTERN RESERVE  
UNIVERSITY



Robbie MacCue, FP-C, MBA

**Psychological First Aid  
Certificate**

*from*

Johns Hopkins  
University

**Individual Access  
or Enterprise  
Licensing**



Our program is delivered in an online self-paced format with reflective questions and activities to engage participants. Discounted organization-wide licensing is available on request with streamlined Invoicing.

Estimated completion time is 12 hours of training.

[www.EMSLeadershipAcademy.com/ktb](http://www.EMSLeadershipAcademy.com/ktb)

### The Essential Commitments for Coaching Success

Unlock the power of effective coaching with our comprehensive program.

1. Resolve Issues: Believe in and commit to resolving challenges.
2. Commitment: Establish clear goals and outcomes from the start.
3. Workability: Focus on practical solutions, not just the "right answer."
4. Personalized Approach: Embrace unique talents and trial and error.
5. No Quitting: Push beyond limits and support perseverance.

Join us and become the leader your team deserves. [Learn More](#)

Consider that “doing-it-all-yourself” robs those in your organization from developing into leaders. You limit the effectiveness of your organization because one person can only do so much.

Instead of expending all your energy on doing it all yourself and burning out, look for ways to develop those around you to step up and take on responsibility. This one act will create a more sustainable organization.

## Elevate Your Coaching Skills with Essential Distinctions

Discover the six key distinctions that transform ordinary conversations into powerful coaching sessions:

1. Conscious Listening: Fully engage and understand your team.
2. Ask Permission: Foster trust and respect.
3. Be Responsible: Own your role in the coaching relationship.
4. Be Curious: Encourage exploration and discovery.
5. Acknowledge and Appreciate: Recognize efforts and achievements.
6. Share Your Thoughts, Commitments, and Desired Outcomes: Align goals and expectations.

Master these distinctions and become an extraordinary leader.

[Learn More](#)

### Additional Bonus Library

In addition to a stellar curriculum, you will get access to a library of resources that dives deeper into more advanced issues that leaders may face.

These conversations highlight advice from expert coaches and consultants in order to expand your leadership capacity.



Lisa's Book: Bringing Out The Best In Your Employees



Dealing with Performance Issues (10:37)



Self-care & Dealing with Burnout (9:08)



Dealing with Attitude Problems (14:37)



Causing Other Leaders (7:10)



Coaching someone who is resistant or defensive (26:05)



3 Part Series: Setting a Strong Foundation for a Successful Coaching Conversation (8-15 mins each)



The Leadership Coaching Connection with Kristy Halvorsen (37:38)