



Wendy Sellers, MHR, MHA, SPHR, SHRM-SCP, The HR Lady® - Healthcare Clients

Wendy Sellers has a master's degree in Human Resources, a bachelors and master's degree in Health Care Administration, and is certified as an SHRM-SCP and SPHR. Her past/ current healthcare clients range from primary care practices to non-profit medical agencies and county health departments as well as specialty healthcare practices.

Employee headcount ranges from 5 employees to 300 team members.

Healthcare clients call Wendy for advice on HR policies and practices, attracting and recruiting top talent, employee turnover challenges, employee & management training, leadership development, personality assessments, employee communication improvement, benefits selection and corporate cultural overhaul.

Client type? County Health Department, Private Medical Practice (concierge doctors), Oral Surgeon, Home Healthcare Nursing, Home Healthcare Physical & Sports Therapy, Non-Profit Community Health Care Provider, Children's Urgent Care Centers, Healthcare Procurement Agency (Federal Contractor) and Orthopedic Surgeon/ Therapists

Why was Wendy Sellers called? A desire for the next generation of leaders to take charge, employee relations concerns, unengaged team members, desired or recent change in organizational structure or ownership, unproductive behavior, managers feeling their "hands are tied", inefficiencies in the workplace with day to day employee practices/ HR operations, conflict among employees, poor employer reputation and succession planning – to name a few.

What was done to affect long term change?

- Management/ leadership group training and individual coaching designed to improve morale and engagement.
- Team and individual assessments to determine the factors affecting performance, behavior and engagement.
- Employee committee's development to create core Company Values to set behavioral guidelines.
- Team committee's development to resolve operational, day-to-day challenges.
- Design and implement proper hiring strategies, training programs, compensation programs, accountability tactics and respectful, legal terminations.
- Clarified & simplified human resource policies, procedures, practices – and trained managers how to implement.
- Coached senior leadership on how to improve company-wide communication in a way that promotes transparency and builds trust.
- Supported the organization's efforts to help each team member identify and maximize their strengths.
- Virtual advisory services and training for the HR point person.

What were the results? The right people are now hired due to a well thought out hiring program; new hire training programs have improved engagement and productivity while manager coaching/development have improved long term retention and reduced time spent replacing employees; clearly defined compensation, benefits and reward programs are in place to recruit, retain and assist top talent; formal accountability programs hold all employees responsible for their performance and behavior in the workplace which alleviates team drama and improves productivity; and respectful, legal termination processes are in place improving internal and external employer brand.

