



**A** well-trained staff is the cornerstone of any Environmental Services Department. Well-developed and polished Shift Leads are even more important to the department's growth and success. For that reason, Wheaton Franciscan Healthcare in Milwaukee, Wis., created a year-long Leadership Development Program for Shift Leads to sharpen their skills and help elevate the department's level of service.

While we have existing Shift Leads enrolled in the program, we have also invited frontline •ChargeŽ staff who expressed an interest in advancement and acquiring more responsibility. The Charges