



AT BRYN MAWR

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Recommendation

Beaumont at Bryn Mawr, a continuing care community, is pleased to submit this letter of recommendation for J. F. Smith & Associates.

Our employees have already benefited from the array of training programs J. F. Smith & Associates has offered in conjunction with the Delaware County Healthcare Employers Consortium and PathwaysPA and directly to our staff.

We understand the need to develop our workforce and we believe that the programs being offered by J. F. Smith & Associates play a critical role in helping us recruit and retain skilled employees.

This year over 80 employees participated in trainings offered by J. F. Smith & Associates. Our employees received training in Communication and Leadership Skills, Civility in the Workplace and Legal Up-date for Managers and Supervisors.

The J. F. Smith & Associates' programs have provided employees with the opportunity to improve their on the job skills which have improved their job performance. At Beaumont, our staff is comprised of individuals from very many different countries and the classes mentioned above have been a great way to talk about culture, communication and the workplace.

After utilizing these trainings, we have noticed that staff are saying hello to each in the hallway, which has increased morale and loyalty among workers. While this may seem like a small accomplishment, it is has been extremely helpful in setting the tone at the facility and creating an atmosphere where everyone's work is valued. We know the continuation of these training courses will lead to a stronger, more skilled staff.

J. F. Smith & Associates' consultants are very professional in their approach while also being very pragmatic in their approach to training and development. If you have further questions or would like additional comments, please contact me at 610-542-2039.

Sincerely,

Ben Mbugua
Director of Training
Beaumont at Bryn Mawr

