

Career Growth and Development *Manager Resource Guide*



Beth Israel Lahey Health continues to invest in resources that support employee wellbeing, part of our WE CARE Engagement Survey action plan. This Manager Resource Guide provides an overview of Career Growth and Development resources available to help employees nurture their job-related wellness, i.e., the feeling that they are growing, contributing in meaningful ways, and building a career with possibilities ahead. We encourage managers to use this guide during regular check-ins and team conversations to help make wellbeing a visible and routine part of the workday.

LinkedIn Learning

BILH provides all employees with access to LinkedIn Learning, a digital library with more than 16,000 courses covering a wide range of technical, business, software, and creative topics, including writing for business, customer service, making a presentation, project management, leadership development, computer skills using Microsoft Office, English as a second language, and more.

To use LinkedIn Learning, follow the steps below:

- Visit [LinkedIn Learning](#) to activate your LinkedIn Learning account.
- Use your BILH email and follow the prompts when logging in to activate your account.
- After activation, start with the [“How to Use LinkedIn Learning”](#) course to learn how the platform works.

Questions

Those who have questions about activating a LinkedIn Learning account should read our [LinkedIn Learning Frequently Asked Questions](#). If you need assistance, contact the HR Service Center. You can [create a case](#) in Workday or call 617-667-5000.

Sponsored College Courses

BILH partners with local colleges to offer pre-college and college-level courses at no cost to employees. This program is designed for employees who want to:

- Begin or restart their college career.
- Pursue one of [BILH's pipeline training programs](#).

For more information visit [BILH Talent Development - Free College](#) or email careerdevelopment@bilh.org.

Pipeline and Training Programs

BILH has invested in a series of development programs designed to meet talent needs at specific BILH sites and provide opportunities for current employees to learn new skills and grow their careers within our organization. These programs strengthen our pipeline by preparing dedicated employees for high-need positions while opening doors to meaningful career advancement.

These programs include:

[Central Sterile Processing Technician](#)

[Patient Care Technician Program](#)

[Pharmacy Technician](#)

[Surgical Technologist](#)

[Transition to Practice Program \(ADN\)](#)

Trainings are provided at no cost to employees and occur onsite or through trusted partner institutions. Upon successful completion, participants are guaranteed placement into the corresponding role, creating a clear, supported path to career mobility.

[Click here to learn more about Pipeline and Training programs.](#)

Visit [Wellbeing@BILH](#)
for more information
about these and other
wellbeing programs available
to employees within BILH.

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Career and Academic Advising

All BILH employees have access to one-on-one career and academic advising with our dedicated Career and Academic Advisor.

[How career and academic advising benefits you](#)

[Resume Support and Template](#)

[Pathway to Nursing](#)

Academic Partnerships and Programs

Through partnerships with area colleges, BILH employees are eligible to receive discounts or awards toward undergraduate, graduate, certificate, or non-degree course work, both on campus and online. These partnerships include Bentley University, Curry College, Regis College, Salve Regina University, Suffolk University, Boston College, and Western Governor's University.

- [Academic Partnerships and Tuition Discounting](#)
- [Financing Your Education](#)

English for Speakers of Other Languages and Citizenship Classes

BILH offers English classes for its employees with limited English language skills. Classes are offered at no charge and are designed to help employees improve their English speaking, pronunciation, reading, writing, and computer skills.

BILH also offers Citizenship classes for employees and their family members who have been permanent residents for a minimum of five years and are moderately proficient in English.

- [English Classes](#)
- [Citizenship Classes](#)

Leadership Development

The BILH Leadership Development Team offers a range of services, including leadership coaching, consulting on team or leadership challenges/goals, training delivery, assessments, and specific programs for groups of leaders including new leaders, nurse leaders, and physician leaders.

Contact the Leadership Development Team at leadershipdevelopment@bilh.org with questions or requests. View the team's offerings on the [Leadership Development SharePoint site](#).

Offerings include:

Leadership Microlearning Collection

BILH offers a [library of short, focused learning modules](#) for leaders across our system. Leadership microlearnings are short lessons that help leaders build important skills quickly and effectively.

In addition to personal development as a leader, these microlearnings can be used in a variety of ways:

- Create a learning pathway for those you manage
- Assign them to your direct reports who are also leaders to discuss in your one-on-one meetings.
- Use them during a retreat to introduce important skills to your team members and fellow leaders.
- Use them in a team meeting (virtual or in-person) for collective learning and discussion.
- Use them for an in-service session that you as the leader can facilitate.

Visit the [Talent Development SharePoint site](#) to learn more about the topics available, including Building Engagement, Teaming, Leading Change, Essential Skills, and Operational Improvement.

Leadership Development Workshop Series

This periodic workshop series aims to support the continuous growth and development of leaders across the BILH system. Previous offerings have included Growing Your Self-Awareness, Teaming, and Communicating with Purpose. For new and upcoming offerings, refer to the [Leadership Development SharePoint site](#).

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Nursing Resources

Nursing Leadership Development and Support

BILH has [Nursing Leadership Development and Support](#) programs dedicated to the growth and development of nurse leaders. Programs include:

- Connection Rounding
- Nursing Leadership Development Program (NLDP)
- Ambient Listening with Heidi AI
- Internal Resources
- External Resources

American Organization for Nursing Leadership Resources

The [AONL Resource Repository](#) is a searchable library of nursing leadership resources, including reports, white papers, toolkits, podcasts, research, and workforce-focused guidance designed to support nurse leaders in improving care delivery, workforce management, professional development, and performance.

Tuition Reimbursement and Student Loan Debt

Tuition Reimbursement

Most BILH entities offer tuition reimbursement programs that are managed locally. Check your local policy for more information.

Manage Student Loan Debt

Through [Tuition.io](#), employees within BILH have access to powerful tools and expert guidance to simplify student loan repayment, explore savings opportunities, and plan for future education costs with confidence.

With Tuition.io, you get:

- Personalized loan management tools to keep track of payments and progress
- Expert support to optimize repayment strategies and reduce financial stress
- College planning guidance to help you (or your family) make informed decisions

[Sign up for Tuition.io or log into an existing account.](#)

Student Loan Forgiveness

Tuition.io offers specialized support to help eligible employees navigate the Public Service Loan Forgiveness (PSLF) program. The platform provides personalized guidance to confirm eligibility, choose the right repayment plan, track qualifying payments, and complete required employer certification and federal forms—helping participants stay on track toward loan forgiveness while reducing the risk of costly mistakes.

[Learn more about Tuition.io's resources for PSLF.](#)

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Frequently Asked Questions

What is my role as a manager in supporting employee career growth and development?

Managers play an important role in helping employees explore career opportunities, identify development goals, and connect with relevant growth and learning resources. Regular career conversations can help employees understand available pathways and take ownership of their professional development.

How can I start a conversation about career growth with an employee?

Use regular one-on-one meetings, performance discussions, or development planning conversations to ask about an employee's interests, strengths, and long-term career goals. Focus on understanding their aspirations and exploring resources, programs, and learning opportunities that align with their objectives.

What if an employee is unsure about their career goals or next steps?

Many employees may not have a clear career path in mind, and that is okay. Managers can help by discussing interests, skills, and potential career options while encouraging employees to explore the resources and programs available through BILH to support career exploration and growth.

Where can I go if I'm unsure which resources are best for an employee?

Managers can use this guide to learn about the range of career growth and development resources available across BILH. For additional support, managers can consult Human Resources, Talent Development, or other program contacts listed in this guide.

Who is eligible for the career growth and development resources included in this guide?

Eligibility varies by program and resource. Check the requirements for each program and help employees find opportunities that match their goals.

Contacts

Wellbeing@BILH: bilh.org/wellbeing

[BILH Benefits Central](#)

[BILH Talent Development site](#)

Tuition.io: [Beth Israel Lahey Health Public Service Loan Forgiveness & Financial Wellness](#)

Coming Events

Employee Assistance Program Overview for Managers from KGA – Wednesday, Aug. 19, noon EST.
[Register here.](#)

A complete list of wellbeing webinars and events can be found on the homepage of [Wellbeing@BILH](#).