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## The Manager Minute: Renee Anter

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Renee Anter says the most important thing about her job is to support her staff. That means, as administrator overseeing about 20 people at Fort Lauderdale-based Alternative Home Health Care, Anter helps her team navigate a maze of day-to-day operational tasks from compliance and insurance issues to running the business of the home and health-care services firm. Her areas of responsibilities also include finance and payroll, human resources and scheduling.

Anter received her master's degree from the University of Missouri, Kansas City. She worked for a computer hardware company. Later, she worked for the state of Kansas as a divisional director at the nonprofit MAMTC, Mid-America Manufacturing Technology Center, which helps manufacturers grow their businesses.

After moving to South Florida about four years ago to help a family member, Anter sought a career change to a job that "would make a difference in the lives of others," she said. That's when Anter, 34, and a resident of Miramar, saw a job opening for operations manager with Alternative Home Health Care and joined the firm.

**The job:** Renee Anter is administrator for Fort Lauderdale-based Alternative Home Health Care. The company is a private duty home health-care agency in such areas as custodial, personal, companionship and respite care. Founded 10 years ago, the company employs up to 300 people including nurses and caretakers and home aides.

**A management lesson learned:** Letting go. Even though it may be hard to say no and stand back, have confidence in your team to be accountable.

**A manager's role:** Is to lead and remove obstacles so the team can focus on the goals.

**Communicating effectively to bosses:** Recognize risk and opportunity so that you aren't dropping little bombs on your boss. Communicate frequently.

**Favorite part of my job:** Making a difference in the lives of people.

**Waste of time:** Not taking action and letting stress take over.

**What makes a lasting impression:** Sincerity, passion and respect.

**Team-building practice:** Weekly luncheons with field staff provide us with feedback and information about activities outside of the office; monthly forums provide a way to update employees; and

social events keep us connected beyond the workplace.

Conflict resolution: Listen, because usually the parties involved know how the situation should be resolved. Collect information. Understand.

How do you encourage employee development: Through formal performance evaluation and observation. Look at how employees handle their current job; get feedback. If there is disconnect, work to foster talents and develop an action plan and realistic goals.

Employee retention tip: Say thank you. Be respectful. Connect and communicate with employees through feedback, round-table discussions, luncheons and other activities.

Career-building advice: Take time to be introspective. Develop ideas on how to get there but don't be rigid if you get thrown off track.

In the desk junk drawer: Gum and music CDs.

What I look for in a job candidate: Think about if you'd want this person taking care of one of your loved ones; look for those intangibles such as passion, empathy and respect. For the office staff look for skills as well as team-playing qualities.

Advice: Have fun at what you are doing. Create a culture and environment in which people are proud.

*Cindy Kent interviews managers of small to midsize South Florida businesses for Manager Minute. You can reach her at [ckent@sun-sentinel.com](mailto:ckent@sun-sentinel.com) or 954-356-4662.*

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