

# MANAGEMENT TRAINING SUMMER SERIES

**THURSDAYS 11 A.M.-12 P.M.**

**June 1: Employee Engagement**

*How to be the Best Boss Your Employees Ever Had*

**June 15: Employee Accountability**

*How to Address Poor Behaviors and Attitudes*

**\* NEW DATE June 28 & June 29 (Playback): Building Harmony**

*How to Manage Conflict and Work Through Differences*

**July 13: Hire Smart**

*How to Interview, Select, and Onboard the Right People*

**July 27: Service Excellence**

*How to Deliver a Great Customer Experience*

**\* NEW DATE August 10: Emotional and Relational Intelligence**

*How to Manage Yourself and Your Relationships Well*

**\* NEW DATE August 24: Personal Effectiveness and Replenishment**

*How to Be In Control, Make the Most of Your Time, and Enjoy Life*

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This event is scheduled in a virtual, live-streaming webinar format. To meet the regulatory and education requirements, participants must stay for the entire event to receive credit. Sign-in and sign-out times, as well as attentiveness, will be verified before credit is issued. Contact Amy Huisman for details or questions.

## ABOUT THIS TRAINING

This seven-part virtual management training series will kick off on Thursday, June 1. Sessions will be held on Thursdays at 11 a.m. CT, with the last session on August 17. This training series is clear, practical, and engaging. Sessions will include many practical exercises and demonstrations for the purpose of skill-building.

## WHO SHOULD ATTEND

Anyone that manages people or that is preparing to manage people in the near future can benefit from this series.

3017-00-23

## EVENT SCHEDULE

### **June 1 at 11 a.m.-12 p.m.: Employee Engagement**

#### ***How to be the best boss your employees ever had.***

Many organizations seek to retain employees by continually adding perks. But according to Gallup Research, 70% of an employee's engagement is determined by their relationship with their direct supervisor. This session focuses on how a manager can increase employee enthusiasm, commitment, and enthusiasm.

- Recall the key difference between positional authority and influential leadership.
- Determine the role of the direct supervisor in employee engagement.
- Discover the key difference between employee satisfaction and employee engagement.
- Identify 7 practical, no-cost ways to regularly engage employees.

### **June 15 at 11 a.m.-12 p.m.: Employee Accountability**

#### ***How to address poor behaviors and attitudes.***

One person can't make a team, but one person can break a team. Poor performers have a negative effect on an organization's work culture and reputation. Using Del's D-I-R-E-C-T Model of Corrective Feedback, you will learn a step-by-step approach to handling difficult conversations with competence and confidence.

- Explain the importance of addressing under performers.
- Identify the steps of the D-I-R-E-C-T model of corrective feedback.
- Apply the D-I-R-E-C-T model of corrective feedback to real-life situations.
- Identify the steps to create organization-wide behavioral standards.

### **\* NEW DATE June 28 & June 29 (Playback) at 11 a.m.-12 p.m.: Building Harmony**

#### ***How to manage conflict and work through differences.***

In every organization there is internal competition, department silos, and interpersonal conflict. In this session, you will learn a practical approach to conflict management so you can be a 'bridge builder' and create a workplace where everyone is working together.

- Explain the right mindset to avoid conflict.
- List constructive and destructive conflict behaviors.
- Identify the 4 stages of the conflict resolution process, and describe 5 effective approaches to conflict management.
- Explain the conflict mediation process between two co-workers or between two groups.

### **July 13 at 11 a.m.-12 p.m.: Hire Smart**

#### ***How to interview, select, and onboard the right people.***

Getting the right people on board is one of the most important responsibilities of a manager. However, most organizations have an undisciplined and unfocused approach to hiring people. In this session you will learn to how conduct a thorough interview, select a solid candidate, and get them started strong during orientation.

- Identify the costs of a mis-hire.
- Explain the items to look for when reviewing a resume, and review the candidate evaluation process.
- Describe the best practices in interviewing, and describe the 4 types of interview questions.
- Identify best practices in new employee orientation.

### **July 27 at 11 a.m.-12 p.m.: Service Excellence**

#### ***How to deliver a great customer experience.***

Customer service today is hit or miss. Some team members deliver excellent service and others don't. A chain is only as strong as its weakest link. Your goal is to create an environment where every team member provides exceptional service. In this session, you will learn how to build a culture of service excellence.

- Review the elements of service excellence, and explore the power of first impressions.
- Identify the areas needed for planned responses.
- List common phrases vs. winning words.
- Explain the H.E.A.R.T. model.

**\* NEW DATE August 10 at 11 a.m.-12 p.m.: Emotional and Relational Intelligence**

***How to manage yourself and your relationships well.***

Technical skills get you in game, but relational skills enable you to win the game. The higher up in the organization you go, the more important interpersonal skills are. In this session, you will learn how to make your emotions work for, rather than against, you. You will also learn how to establish positive relationships and connect with others in a meaningful way.

- Explain the benefits of the growth mindset.
- List the 3 steps to move from reacting to responding.
- Identify 5 strategies for effective communication.
- Describe the 4 primary personal styles and how to adapt to each style.

**\* NEW DATE August 24 at 11 a.m.-12 p.m.: Personal Effectiveness and Replenishment**

***How to be in control, make the most of your time, and enjoy life.***

We all have too much to do and too little time to do it in. The result is being overwhelmed, stressed, and doing things at the last minute. But you can have your act together, stay ahead of things, and feel fulfilled. In this session, you will learn to clarify your highest priorities, work in a meaningful way, and live on purpose.

- List the 3 common approaches to personal productivity.
- Identify the 3 ways to clarify priorities.
- Review the steps in weekly planning and differentiate between a closed and open daily task list.
- Identify 4 ways to overcome procrastination.

## **CONTINUING EDUCATION INFORMATION**

Iowa Board of Nursing Provider #67: LeadingAge Iowa has been approved as a provider of continuing education for nurses by the Iowa Board of Nursing, provider No. 67. 1.0 contact hour for each session will be available for participants who attend this event in its entirety. Partial credit for this event will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire event. Evaluations for this event can be submitted to the Iowa Board of Nursing.

Nursing Home Administrators: 1.0 contact hour for each session is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators for participants who attend this event in its entirety. Partial credit for this event will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire event.

LAI Assisted Living Leadership Recertification: 1.0 contact hour for each session will be available for participants who attend this session in its entirety. Partial credit for individual sessions will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire session.

Certified Dietary Managers: LeadingAge Iowa has been approved as a provider of continuing education for certified dietary managers by the Association of Nutrition and Foodservice Professionals. 1.0 contact hour per session, June 1 Prior Approval #167686, June 15 Prior Approval #167687, June 29 Prior Approval #167688, July 13 Prior Approval #167689, July 27 Prior Approval #167690, August 3 Prior Approval #167691, August 17 Prior Approval #167692, for Certified Dietary Managers will be available for participants who attend this session in its entirety. Partial credit for individual sessions will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire session. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for six years. Log in to [www.ANFPonline.org](http://www.ANFPonline.org) to report your CE credit using the Prior Approval Program ID# listed above.

Social Workers: 1.0 contact hour for each session is intended to meet the criteria established by the Iowa Board of Examiners for Social Workers for participants who attend this event in its entirety. Partial credit for this event will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire event.

Human Resources: 1.0 contact hour for each session may meet the criteria established by the Society for Human Resources Professionals for participants who attend this session in its entirety. Partial credit for this session will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire session.

For other long-term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

## REGISTRATION & OTHER INFORMATION

Register at [www.LeadingAgeIowa.org/ManagementSeries](http://www.LeadingAgeIowa.org/ManagementSeries)

<b>LeadingAge Iowa Member Rate</b>	
Full Series Individual Rate (one connection for each of the 7 webinars in the series)	\$280/series <b>Best Value at just \$40/webinar</b>
One-Webinar Only Individual Rate (one connection for the specific webinar purchased - this option is al a carte for those that are interested in some topics but not all of the webinars in the series)	\$50/webinar
<b>LeadingAge Iowa Prospective Member Rate</b>	
Full Series Individual Rate (one connection for each of the 7 webinars in the series)	\$420/series
One-Webinar Only Individual Rate (one connection for the specific webinar purchased - this option is al a carte for those that are interested in some topics but not all of the webinars in the series)	\$80/webinar

### What's Included

Registration fee includes digital handouts, one connection to the live webinars and instructions for receiving CE credit/attendance certificate for one person. A recording of this webinar is NOT included in the registration fee.

### Cancellation/Refund Policy

Registration deadline is May 30, 2023. No-shows will be billed. No refunds for failure to log-in at the time of the event. Substitutions are welcome anytime via email. A full refund will be given to all cancellations received 10 or more business days prior to the first day of the event. A \$25 administrative fee will be charged to all cancellations received six to nine business days prior to the first day of the event. No refunds will be given to cancellations received five or fewer business days prior to the first day of the event. Refunds will be calculated by the date received and the business days remaining prior to the event. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment in which case pre-registered participants will be notified and full refunds provided. All cancellation and substitution requests must be emailed to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)).

**Handouts**

All handouts will be available digitally.

**Virtual Programs Code of Conduct**

The world of virtual learning is changing how we interact with each other – and our goal is to create a positive, safe and welcoming environment for all program participants. All are expected to abide by our Virtual Programs Code of Conduct. Go to [www.LeadingAgeIowa.org/VPCodeofConduct](http://www.LeadingAgeIowa.org/VPCodeofConduct) to view the LAI Virtual Programs Code of Conduct.

**Photographs, Video & Intellectual Property**

Registration and attendance at, or participation in, LeadingAge Iowa virtual meetings and other activities constitutes an agreement by the participant for LeadingAge Iowa to use and distribute (both now and in the future) the participant's image, voice or text in photographs, videotapes, electronic reproductions and audiotapes of such events/activities. No personal video or audio recordings are allowed. Presentations, images and text chats are the intellectual property of the speaker, and participants are not permitted to record them or share the images or text chats for personal or business use.

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