



# Words MATTER

## Pre-Conference Workshop

May 7, 2024

The Meadows Events & Conference Center

Altoona, IA

[www.LeadngAgeIowa.org/Pre-Conference](http://www.LeadngAgeIowa.org/Pre-Conference)



In our everyday work life, one-on-one conversations can sometimes be the most difficult to have, especially when there are different perspectives involved. Let's face it, we all have different perspectives. When things become personal or when feedback is not coming from a good place, how do you maneuver through these conversations? This pre-conference intensive will be an afternoon well spent diving into the number one frustration people have in the workplace. **How do I approach this challenging conversation?**

Many times, people are too worried about hurting a teammate's feelings, sugar-coating the issue, or just wanting to avoid the confrontation altogether. This can lead to damaged relationships, broken trust, and overall, an unpleasant work environment.

This workshop will address these tricky conversations head-on. Participants will leave with more confidence and the ability to tackle the conversations that keep them up at night.

*Sometimes the most important conversations are the ones that aren't happening. Let's make it happen and feel better about having difficult conversations.*

*Together let's find courage and vulnerability to have hard conversations.*

- Review reasons why some conversations are harder or more challenging than others.
- Realize more quickly and identify what their personal triggers and hot spots might be.
- Identify realistic, attainable tools for approaching conversations that are considered high stakes. Fear, anxiety, and frustration may cloud judgment with these challenging conversations. Participants will leave with more confidence and awareness regarding these conversations.
- Practice managing a challenging conversation.
- Outline steps they can take to better participate in conversations that can be emotionally challenging, intense, or simply uncomfortable.

### Intended Audience

Members of the organization leadership team, administrators, nurse leaders, managers, human resource professionals, health/wellness professionals, LAI Leadership Academy alumni, and other disciplines in the variety of services for the aging. Board members are also encouraged to attend.

### Program Agenda

12:30-1 p.m.	Registration/Check-in
1-4:15 p.m.	Program (a 15-minute break will be scheduled)
4:15-5:30 p.m.	Pre-Conference Networking Social Event

## Faculty

### Julie Thorson, President/CEO, Friendship Haven

Julie Thorson began her career with Friendship Haven as a part-time social worker. She then went on to serve as activity director, admission coordinator, sales director, sales and marketing director, development director, and administrator of the Tompkins Health Center, in 2012 she was named president/CEO. Julie graduated from the University of Kansas with a BA in broadcast news. After working in her field for two years in Mason City, she longed to return to her hometown, so she returned to Fort Dodge and got that first job with Friendship Haven. She knew almost immediately that long-term care was her passion. Julie was the 2018 recipient of the LeadingAge Dr. Herbert Shore Outstanding Mentor of the Year award. She is a graduate of the LeadingAge Larry Minnix Leadership Academy and served as a coach for the Academy during 2020 and 2021. She also completed the LeadingAge Leadership Educator Program in 2019.

## Registration Information

Register at [www.LeadingAgeIowa.org/Pre-Conference](http://www.LeadingAgeIowa.org/Pre-Conference).

	Standard Fee	Fee After May 2
LeadingAge Iowa Provider Member Individual Rate	\$95	\$120
Prospective Provider Member Individual Rate	\$175	\$200

Registration fee includes refreshment breaks, pre-conference networking social event, up to 3 hours of CE credit/attendance certificates, digital handouts, and mobile app.

## Cancellation/Refund Policy

The online registration deadline is May 1, 2024. Phone and onsite registrations starting May 2 will incur an additional \$25 processing fee. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$25 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the LeadingAge Iowa business days remaining prior to the program. 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 sent to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)). Facilities that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

## Continuing Education Credit

**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. 3 contact hours will be awarded 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:** 3 contact hours are 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 Certification:** 3 contact hours will be available to participants who attend the 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 day. Retain your certificate for two years.

**Social Services:** 3 contact hours are 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 session will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire event.

**Activity Professionals:** LeadingAge Iowa is seeking approval by the Iowa Department of Inspections & Appeals for 3 contact hours for Certified Activity Professionals 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.

**Certified Dietary Managers:** LeadingAge Iowa is seeking approval for continuing education for certified dietary managers by the Association of Nutrition and Foodservice Professionals. 3 contact hours for this session Prior Approval #XXXXX, for Certified Dietary Managers will be available 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. 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.

**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. It is up to the discretion of the licensee to choose relevant sessions and self-report. Generic certificates of attendance will be provided.

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515-440-4630 or [www.LeadinAgeIowa.org](http://www.LeadinAgeIowa.org)*