



2024 Management Training Series



Jan 16 • Jan 30 • Feb 13 • Feb 27 • Mar 12 • Mar 26 • April 9

Program Description:

This seven-part virtual management training series will kick off on Tuesday, January 16. Sessions will be held every other on Tuesday at 12 p.m. ET, with the last session on April 9. This training series is clear, practical, and engaging. Sessions will include many practical exercises and demonstrations for the purpose of skill-building.

The Need for Great Managers:

The main driver for employee retention is having a great boss. In fact, according to Gallup Management Research, 70% of an employee's engagement is determined by the employee's relationship with their direct supervisor.



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Most managers have been promoted from staff positions but have never received management training. When you train managers, everyone wins! Your employees win, your customers win, and your organization wins!

Great managers produce higher employee engagement, productivity, retention, improved teamwork, and higher customer satisfaction.

About the Training:

You will find the training clear, practical, and engaging. Participants will be welcomed, challenged, and affirmed. The training will include many practical exercises and demonstrations for the purpose of skill-building. These trainings will be cohort style, meaning you will go through the series with the same group of people for each session.

Agenda:

All Webinars will take place on Tuesday at:

Registration/Log in..... 11:30 AM - 12:00 PM
Program 12:00 PM - 1:00 PM

Location:

This event is scheduled in a virtual, live-stream webinar format.

Continuing Education:

This series has been approved for a total of **8.4 contact hours**. Each seminar session has been approved for **1.2 contact hours** for nursing facility administrators by the Kentucky Board of Licensure for Nursing Home Administrators and Kentucky Board of Nursing for RN/LPNs.

***Must attend entire program and complete a speaker/seminar evaluation form to receive 1.2 contact hours certificate.**

(Kentucky Board of Nursing approval of an individual nursing continuing education provider does not constitute endorsement of offering content.)

Presenter:

Del Gilbert

Del Gilbert is the founder of Accelerating Excellence. He speaks, trains, and consults on building high-performance in people and organizations. His dynamic communication style is clear, practical, and engaging. He delivers nearly 100 keynotes, workshops, and presentations annually.

Del has held leadership positions in several organizations for 30 years. He served as Chief Learning Officer at St. Joseph Healthcare for 15 years. While at St. Joseph, employee engagement ranked in the upper 20% nationally. In addition, all 6 service lines were ranked in the upper 30% in Patient Satisfaction.

Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer.

For more information:

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January 16 - Employee Engagement:

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.

January 30 - Employee Accountability

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.

February 13 - Conflict Resolution

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 'bridgebuilder' 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.

February 27 - Hire Smart

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.

March 12 - Service Excellence

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.

March 26-Emotional & Relational Intelligence

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.

April 9 - Personal Effectiveness & Replenishment

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.

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Complete Facility Information:

Facility _____

Address _____

City _____ State _____ Zip _____

Phone _____

Please Complete Information:

1. Name _____ Title _____

email _____

2. Name _____ Title _____

email _____

3. Name _____ Title _____

email _____

Registration Fees:

LeadingAge KY Members

Full Series Individual Rate \$ 280 per person

One-Webinar Only Individual Rate \$ 50 per person

NON-Members

Full Series Individual Rate \$ 420 per person

One-Webinar Only Individual Rate \$ 80 per person

Registration fee includes electronic handout, 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 Policy:

Registrations may be canceled 48 hours in advance. After that time, no refunds will be permitted. However, substitutions are welcome. No-shows will be billed.

Registration Deadline: January 15, 2024

Payment Options:

Check Enclosed (payable to LeadingAge Kentucky Foundation)

Please invoice (*LeadingAge KY Members ONLY*)

Charge my Mastercard/VISA

Credit Card Number _____

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Mail or Email Registration to:

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