



## 2024 Management Training Series

*Back by popular request!*

### WHO SHOULD ATTEND

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

**Tuesdays 9 a.m.-10 a.m. PT**

**January 16: Employee Engagement**

*How to increase team member commitment and enthusiasm.*

**January 30: Employee  
Accountability**

*How to effectively address problem behaviors and attitudes.*

**February 13: Conflict Resolution**

*How to mediate conflicts and successfully work through differences.*

**February 27: Hire Smart**

*How to get the right people on the bus.*

**March 12: Service Excellence**

*How to deliver a great customer experience.*

**March 26: Emotional and Relational  
Intelligence**

*How to manage yourself and your relationships well.*

**April 9: Personal Effectiveness and  
Replenishment**

*How to make the most of your time.*

# EVENT SCHEDULE

## SESSION 1 Employee Engagement | January 16 9 a.m.-10 a.m.

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.

## SESSION 2 Employee Accountability | January 30 9 a.m.-10 a.m.

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.

## SESSION 3 Conflict Resolution | February 13 9 a.m.-10 a.m.

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.

## SESSION 4 Hire Smart | February 27 9 a.m.-10 a.m.

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.

## SESSION 5 Service Excellence | March 12 9 a.m.-10 a.m.

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.

## SESSION 6 Emotional and Relational Intelligence | March 26 9 a.m.-10 a.m.

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.

## SESSION 7 Personal Effectiveness and Replenishment | April 9 9 a.m.-10 a.m.

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.

# REGISTRATION & OTHER INFORMATION

Register at [www.leadingageoregon.org/educational-opportunities](http://www.leadingageoregon.org/educational-opportunities)

<b>LeadingAge Oregon 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 Oregon Non-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 January 12, 2024. 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 Oregon 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 Rob West [rwest@leadingageoregon.org](mailto:rwest@leadingageoregon.org).

### CONTINUING EDUCATION INFORMATION

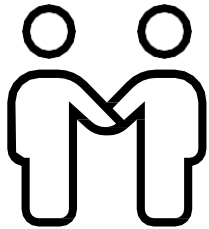
**ALF/RCF Administrators and Nursing Home Administrators:** 1.0 contact hour for each session is intended to meet the criteria established by the Oregon Long-term Care Administrators Board for participants who attend this session in its entirety. Partial credit for individual sessions will not be granted. To receive contact hours or a certificate of attendance, you must attend the entire session.

**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.

## 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.



**70%** of an employee's engagement is determined by the employee's relationship with their direct supervisor.

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.

Each session will come with professionally designed handouts and resource materials.

## The Advantages of Virtual Training

This training is a great value and because it's virtual, there is no downtime for travel and no travel expense. It's easy for anyone to participate from anywhere.

## Management Training Series *Facts*

All sessions are one hour



All sessions are virtual



LeadingAge™



Includes professionally designed, comprehensive handouts and extra resources for all sessions

## FACULTY

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.



### Leading with Confidence Series *Testimonials*

*“It was amazing. Kept me engaged thru the entire course. It offered solutions that could actually be used in the real world.”*

*“The content was extremely applicable to my every day. This course should be a requirement for all managers. It gives you all of the tools! The handouts are an immeasurable resource.”*

*“Overall, just such a great course! I’d take it over if I could!”*

*“Each session was so rich in content.”*

*“I wouldn’t recommend a single change. This course has provided us with all of the tools to be successful.”*

*“I learned a lot and wish more people in my organization would do the course!”*