

The Foundation for Long Term Care (FLTC)
educational affiliate of the New York Association of Homes & Services for the Aging
presents:

Leadership Development:
Training for New and Maturing Leaders
A series of four audio seminars starting in January 2010

speaker:

Michael Holland

President and Owner of Bishop House Consulting
Burnt Hills, N.Y.

Audio Seminar Dates, Titles and Times

All seminars are from 10 to 11 a.m.

January 27	Understanding and Maximizing Personal Leadership Styles
February 24	The Role of a Manager
March 24	Leadership Management Communications
April 21	Managing Employee Performance

During the course of these seminars, attendees will learn how to:

- * Deliver constructive feedback that produces positive change and not resentment
- * Supervise friends and former co-workers without stress and hassles
- * Develop the tool to combat attitude problems
- * Resolve conflict without letting it escalate out of control
- * Handle employee confrontation in a calm and professional manner
- * Build strengths to develop a confident professional leadership style
- * Become a respected leader employees are eager to work with

Who in your organization will benefit from these seminars?

- * Managers looking to improve their leadership skills
- * Supervisors of front-line workers
- * Employees seeking future roles in management

Don't Delay – Fax Your Registration Today

Why Register for this Audio Series?

Cost/Convenience

- A reasonable fee per webinar.
- **One connection** can accommodate an unlimited number of staff.
- No travel is necessary. You and your colleagues can listen from your facility.

Audio Seminar Descriptions

The four audio seminars are related, though you may participate in any number.

Credit will be awarded for each seminar, and you must register for each seminar separately .

January 27

Understanding and Maximizing Personal Leadership Styles

Understanding how to leverage and maximize your communication and leadership style.

- Build on your strengths to develop a confident professional leadership style

February 24

The Role of a Manager

Understanding the role, management approaches and issues related to managing former peers, gaining credibility and sources of authority.

- Become a respected leader employees are eager to work with
- Supervise friends and former co-workers without stress and hassles

March 24

Management Communications

Understanding the impact and importance of the communication process, listening skills, gaining support and reaching agreement.

- Become a respected leader employees are eager to work with
- Resolve conflict without letting it escalate out of control

April 21

Managing Employee Performance

Exploring various feedback and coaching methods to increase your impact on and motivation of employees.

- Deliver constructive feedback in a way that produces positive change and not resentment
- Handle employee confrontation in a calm and professional manner
- Develop the tool to combat a variety of attitude problems

Registration Fee

NYAHSA Member \$69 per session - sign up for all four and receive a \$20 discount

Non-Member \$89 per session - sign up for all four and receive a \$20 discount

Fee includes **one** telephone connection, **one** e-mailed handout and **one credit request**. We recommend that you fax the registration form to (518) 434-4385 with check to follow. Substitutions are permitted. No refunds will be given.

How It Works

January 27 audio seminar:

registration must be received by end of day January 22, and materials will be e-mailed on January 25.

February 24 audio seminar:

registration must be received by end of day February 19, and materials will be e-mailed on February 22.

March 24 audio seminar:

registration must be received by end of day March 16, and materials will be e-mailed on March 22.

April 21 audio seminar:

registration must be received by end of day April 16, and materials will be e-mailed on April 19.

For each **audio seminar**, each person registered will be sent an **e-mail** from cwayman@nyahsa.org containing connection instructions and handout materials in a PDF format. You will need Acrobat Reader, available free at www.adobe.com, to download materials. Please make sure this e-mail has not been redirected to a spam or junk e-mail folder. No more than five (5) minutes prior to the program, you may dial in to the special toll-free numbers for the audio seminars.

Once registered, you will receive a confirmation of registration via e-mail.

If you do not receive a confirmation, you are not registered.

Registrations will not be accepted the day of the seminar.

Accreditation

The Foundation for Long Term Care, the educational affiliate of NYAHSA, is a certified sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and each seminar has been approved for **one** clock hour listed under their sponsor agreement with NAB/NCERS.

State licensure boards, however, have final authority on the acceptance of individual courses.

Each person seeking credit must be registered prior to the date of each seminar.

A certificate of attendance will be provided for **one** hour of continuing education credit per session for Assisted Living or Adult Care Facility Administrators.

REGISTRATION FORM

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Please fax (518-434-4385) or mail your registration form. Substitutions are permitted. No refunds will be given.

Reminder:

Each participant seeking continuing education credit must be registered before the webinar.

Name _____

Title _____

Facility _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-Mail _____

I am registering for: please check below

January 27 **Understanding and Maximizing Personal Leadership Styles**
Registration Fee _____ x _____ number of connections = amount due \$ _____

February 24 **The Role of a Manager**
Registration Fee _____ x _____ number of connections = amount due \$ _____

March 24 **Leadership Management Communications**
Registration Fee _____ x _____ number of connections = amount due \$ _____

April 21 **Managing Employee Performance**
Registration Fee _____ x _____ number of connections = amount due \$ _____

Total Amount Due \$ _____ (less \$20 if you registered for all four)

Payment is by check only.

We recommend that you fax the registration form to (518) 434-4385 with check to follow.

Questions??

Contact Cindy Wayman at cwayman@nyahsa.org. or (518) 449-2707, ext. 115, fax (518) 434-4385.

Make check payable & mail to:

FLTC, 150 State Street, Suite 301, Albany, NY 12207-1698, Attn: Sandy Kelley