

AHCA/NCAL Building Trust Leadership Academy



A professional development program for leaders in nursing homes and assisted living communities that focuses on core skills to ensure staff feel heard, valued and trusted

AHCA/NCAL is providing leaders the opportunity to improve trust in their organizations through a Building Trust Leadership Academy. The Leadership Academy is a virtual 15-week interactive program with easy-to-use tools and resources to help leaders build trust with staff.

Who is this Leadership Academy for?

This session is for long term care leaders and managers, both clinical and non-clinical. This includes administrators, DONs, senior leaders, department heads, infection preventionists, quality improvement leaders and unit leaders.



What will I gain from this Leadership Academy?

After completing the leadership academy, participants will be able to:

- Work with leaders across your facility to build trust to achieve facility goals such as increasing vaccine uptake, improving patient safety and addressing staff wellbeing
- Assess the presence of trust in your facility
- Identify the impact of inequities in building trust
- Address people's resistance to change
- Ask open-ended honest questions and listen for understanding in conversations with staff
- Use motivational interviewing techniques to build trust and secure commitments
- Address misinformation in a culturally sensitive manner
- Facilitate psychologically safe conversations among teams

Course Outline and Schedule

January 8 – February 12, 2024

- Complete course pre-work
 - Pre-work packet and instructions will be provided for participants
 - Note that individuals must complete the Building Trust in LTC training course on [ahcancalED](#) as part of the pre-work

Tuesday, February 13 and Wednesday, February 14, 2024 12:00 – 1:30 pm ET

- Two 90-minute Kick-off Webinars

Tuesday, March 5 – Tuesday, September 17, 2024 1:00 – 2:00 pm ET, every other Tuesday

- Two hour commitment every other week, which includes:
 - One hour learning network call with other participants
 - 45 minutes of practice reflections in your facility
 - 15 minutes of sharing experience and resources with colleagues

Course Commitment

- Participants must be able to engage in all calls and complete course work and pre-work.
- Participants will use Zoom web conferencing for live sessions. This requires a stable internet connection, webcam and working microphone.
- Applicants are encouraged to enroll with another team member from their facility with whom they can practice the skills and offer one another feedback and support.

Cost

There is no cost to participants thanks to a grant from the Center for Disease Control and Prevention (CDC).

How to Apply and Be Selected

Facility Leaders can [click here to apply](#) through this electronic application. Deadline is Friday, December 8, 2023 at 11:59 pm ET.

For more information, please contact Kayla Stocks at BuildingTrust@ahca.org.