If All Else Fails, Hug ‘em: The Instructional Manual for Human Beings in the Workplace

Keynote Speaker: Christopher Ridenhour, Director of Staff Engagement Training, Philadelphia, PA-based Liberty Lutheran, CCRC and Social Service Organization Management Company with 1200 employees.

Session Description: The brightest futures belong to the communities where positive, purposeful and empathetic relationships define the workplace culture. Regardless of title, every member of our staff possesses the necessary tools to move the organization’s highest aspirations from possibility to probability.

Goleman, Covey, Blanchard, Collins, Lencioni, and many others, have all hinted at the answer. Here’s the question: “What is it that enlivens and ignites us to venture from our comfort zones and strive toward improved teamwork, more fulfilling professional relationships, and higher levels of success?” Our efforts to inspire those around us to greater outcomes, however, are predicated on our comfort at accepting our own role as champions of possibility.

Healthy self-assessment, energetic dialogue, and numerous researched management techniques will provide participants multiple opportunities to refresh their perspectives on “leadership”. Participants will also practice new behaviors associated with deliberate and self-aware role models, coaches, and mentors. And if that wasn’t enough, participants will also leave this interactive session with the ability to identify and remediate the obstacles that discourage staff from full engagement and partnership in sustaining a dynamic and positive workplace.

CMS Update for LTC Providers

Speaker: Steven Chickering, Associate Regional Administrator for the Western Division of Survey & Certification

Session Description: Hear from a CMS expert on the Agency’s work on policies and issues impacting the LTC world. Have the opportunity to discuss those regulatory areas that appear to be the most challenging for you as a provider, and get your questions answered.

Grant Funding: Keys to Success

Speaker: Debbie DiVirgilio, President, Grant Professionals Association, and Nonprofit Consultant, DiVirgilio & Associates

Session Description: The speaker will focus on the identification of grant funding opportunities to meet program and organizational needs. Then, keys to grant writing success will be shared.

Strategy is important, but it’s execution that counts

Speaker: Jeff Call

• Jeff Call is the owner of Focus & Execute, a strategic planning/execution firm successful in helping hundreds of LTC senior leadership teams create and execute their strategic plan
• Jeff also facilitates AHCA/NCAL’s Future Leader program now in its 10th year

Session Description: This will be a hands-on working session . . . doing, not just talking. LTC companies in the top 10% in terms of results (employee retention, customer and employee satisfaction, quality indicators outcomes, census mix, financial results, etc.) are very disciplined when it comes to creating and executing a strategic plan. As Jim Collins says, “the shift from good to great is a deliberate choice.” As a participant in this session you will see, learn, and experience what the best LTC companies in this country are doing . . . so you can apply that learning.

Setting a Course in Stormy Seas "Creating and implementing strategic planning for the not for profit sector in the face of unknown policy, funding, and regulatory climate"

Speaker: Margaret J. Sumption, MSED, LPC, SPHR, Owner/Partner at Sumption & Wyland

Session Description: The Board Chair throws up his hands. "How can we plan the future when we can’t even be certain about government shifts in the next quarter?" This is a common scene in not for profit governance meetings. The frustration is shared by organizational leadership who works to partner with volunteer board members to craft a mission-focused future for their service organizations. This presentation maps ideas and resources for governing boards and senior leaders to partner in setting the course for their organizations, even in the changing climate of funding, policy, and regulation. It gives hope for not for profit organizations to sustain their charitable missions and be sound in the fundamentals of high quality service delivery and ties together best practice, quality, fund diversity, and vision setting that has been presented throughout the day.

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