

Creating Authentic Relationships with Staff and Residents in Senior Living

Choose One Location:

January 22, 2019 | The Evergreens, 309 Bridgeboro Rd, Moorestown, NJ 08057

January 23, 2019 | NJHA, 760 Alexander Rd, Princeton, NJ 08540

January 24, 2019 | Daughters of Israel, 1155 Pleasant Valley Way, West Orange, NJ 07052

Registration | 8:30 a.m.

NJHA/LANJ Member: \$99

Program | 9 a.m. – 4:30 p.m.

Non-member: \$149

Seminar | 1906

OVERVIEW:

Person-centered care in senior living requires meaningful conversation and relationships with residents, staff and families. This seminar will focus on how to provide a more engaging environment for older adults and the staff who are their caregivers. Through interactive learning, participants will gain an empathic awareness of aging so that they can deepen their understanding of how to be more compassionate, how to create richer relationships with residents and one another and how to improve quality of life for residents and greater satisfaction in the workplace.

OBJECTIVES:

- Improve staff retention by cultivating satisfaction in the workplace
- Learn how to have an authentic dialogue with residents, families and peers
- Identify how to become a collaborative communicator

TARGET AUDIENCE:

Skilled nursing, assisted living, life plan community, independent living staff including leadership, nurses and CNAs, marketing, food service, recreation, social work and housekeeping.

CONTINUING EDUCATION:

This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for **6.0** LNHA/CALA credits.

FACULTY:

Claudia Blumenstock, LNHA

President & CEO

Copernicus



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AGENDA

8:30 a.m. **Registration & Continental Breakfast**

9:00 a.m. **Welcome & Introductions**

Theresa Edelstein, MPH, LNHA
Vice President, NJHA
Regulatory Consultant, LeadingAge NJ

James McCracken
President & CEO
LeadingAge NJ

9:05 a.m. **Foster the Extraordinary! Cultivating Staff Satisfaction by Embracing Differences in the Workplace and Empowering the Team Through Integration**

- Approaches to embracing diversity and inclusion
- Strategies to broaden your comfort zone
- Examination of factors that impede respectful workplaces
- Adapting to change

11:05 a.m. **Break**

11:20 a.m. **Framing and Fostering Crucial Conversations: How to Have a Voice and Authentic Dialogue with Respect (First Hour)**

- Productive dialogue rooted in trust, honesty and transparency
- Creating confidence in conversations
- Examination of factors that cause different reactions that affect dialogue
- Overcoming barriers to successful communication

12:20 p.m. **Networking Lunch**

1:10 p.m. **Framing and Fostering Crucial Conversations: How to Have a Voice and Authentic Dialogue with Respect (Second Hour)**

2:10 p.m. **Break**

2:25 p.m. **Becoming a Collaborative Communicator: Conversations that Positively Engage Residents, Reduce Agitation and Increase Staff Satisfaction**

- The impact of negative or neutral interactions between staff and residents
- Strategies to broaden effective communication
- Creating a communication partnership
- Examination of patterns that hinder dialogue and meaningful interactions

4:30 p.m. **Adjournment**

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New Jersey



EDU 1906 – LANJ Authentic Relationships

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Guarantee your seat now by paying for your registration online with a credit card. **It's secure and easy.**

Click on the following link:

<http://hret-registration.njha.com>

PAYING BY CHECK

Please fax your registration form prior to mailing with your payment.

A copy of the registration must accompany your check in order to allocate your payment properly.

FAX: 609-275-4271

Make check payable to: HRET

Mail to: HRET of NJ – P.O. Box 828691 – Philadelphia, PA 19182-8691

- For registration inquiries, please contact HRET at: HRETEducation@njha.com or 609-275-4181
- If special accommodations are necessary, please call 609-275-4181
- **In the event of inclement weather, call 609-275-4140 before coming to the conference**

Check One: **NJHA/LANJ Member**

Non-member

Check One: **January 22, 2019** **January 23, 2019**

January 24, 2019

REGISTRATION

Name: _____

Designation/Credentials: _____ Job Title: _____

Phone: _____ E-mail: _____

Organization: _____

Organization Address: _____

City, State, Zip: _____

Method of Payment: Check Payment Amount: \$ _____ Check# _____

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