**PROGRAM OVERVIEW**

The Foundation for Quality Care has been awarded sponsorship funds from the Iroquois HealthCare Workforce Investment Organization to provide for the First Line Manager program for all department managers and supervisors. This eight-day program will provide the opportunity to learn new leadership skills, fine-tune existing knowledge, explore supervisory strategies, and operationally apply the skills and competencies that are needed to be an effective First Line Manager / Supervisor in today's Skilled Nursing Facility (SNF) setting.

**PROGRAM OBJECTIVES**

Upon completion of this program, participants will be able to:

- Identify and enhance the responsibilities and competencies needed to be an effective First Line Manager / Supervisor
- Identify effective communication skills related to effective meetings, delegation of tasks and team building
- Demonstrate coaching and problem solving skills
- Critically examine “real life” supervisory scenarios and conflict resolution
- Assess the role of the first line manager in continuous quality improvement

**WHO SHOULD ATTEND?**

Long Term Care Department Managers and Supervisors in Skilled Nursing Facilities (Nursing, Social Work, Housekeeping, Activities, Dietary Supervisor, Rehab Managers)

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**LOCATION:**

THE DOMINICAN VILLAGE
565 Albany Avenue
Amityville, New York 11701

**APPLICATION DEADLINE:**

JANUARY 3, 2020

APPLY ONLINE @ NYSHFA-NYSCAL.org / FLMProgram

A Letter of Interest and Letter of Support are Required

**QUESTIONS?**

MELONY SPOCK
518.462.4800 ext. 21
mspock@nyshfa-nyscal.org

**THIS PROGRAM IS OFFERED AT NO COST!**

Thanks to the generous support of the Iroquois Healthcare Association Workforce Investment Organization.

*Travel and lodging expenses will be the responsibility of the applicant.*

**FIRST LINE MANAGER PROGRAM**

Designed for Long Term Care Department Managers and Supervisors in Skilled Nursing Facilities.
NANCY LEVEILLE, RN, MS  
Executive Director, Foundation for Quality Care  
Nancy has more than 40 years of executive experience in nursing administration and quality improvement and 18 years in healthcare education. She is also a member of the American Health Care Association’s quality committees.

CHRISTINE URBANO, RN, BSN, MA, LNHA  
Christine is a lifelong educator with a true passion for teaching. Christine is a Licensed Nursing Home Administrator with 20+ years’ experience in acute and long-term care, most recently as Director of Nursing and later Facility Administrator at a 5-star residential care facility in upstate New York. She truly understands the challenges and rewards of being a manager and is excited to offer strategies and insight that will work in the real world to improve outcomes for managers, line staff and residents.

APPLICATION DEADLINE: JANUARY 3, 2020

COURSE OUTLINE

THURSDAY, JANUARY 30, 2020  
9:00am - 3:00pm  
- Management Competencies  
- Multi-generation Workforce Needs  
- Self-assessment Awareness

THURSDAY, FEBRUARY 6, 2020  
9:00am - 3:00pm  
- Supervision in Long Term Care: Defining Responsibilities

THURSDAY, FEBRUARY 13, 2020  
9:00am - 3:00pm  
- Time & Stress Management  
- Running Effective Meetings  
- Managing Group Dynamics

THURSDAY, FEBRUARY 27, 2020  
9:00am - 3:00pm  
- Communication & Leadership  
- Linguistic & Cultural Competence

THURSDAY, MARCH 5, 2020  
9:00am - 3:00pm  
- Coaching & Performance Appraisals  
- Delegation  
- Coaching Practice

THURSDAY, MARCH 12, 2020  
9:00am - 3:00pm  
- Preventing & Solving Problems  
- Abuse, Neglect & Mistreatment: Identification & Assessment

THURSDAY, MARCH 19, 2020  
9:00am - 3:00pm  
- Conflict Prevention & Resolution  
- Sexual Harassment Prevention Strategies

THURSDAY, MARCH 26, 2020  
9:00am - 3:00pm  
- Team Building  
- Continuous Quality Improvement

PROGRAM REQUIREMENTS

Applicants must be a manager or supervisor in any department of a SNF (Nursing, Dietary, Social Service, Housekeeping, Activities). Participants selected are required to attend all eight days. Applicants must be from a Skilled Nursing Facility in Long Island.