**PROGRAM OVERVIEW**

This four-day course serves the nurse leader in the assisted living community to enhance the quality of care and life for both the residents and the staff. Research has demonstrated that communities with successful nurse leaders, who manage daily operations and staff with critical leadership skills such as effective communication, conflict management and resolution, coaching and mentoring skills, have both highly satisfied residents and staff and lower employment turnover. Assisted living nurse leaders serve as the critical link that connect the staff, residents, family members and community resources to consistently provide quality care to the residents they serve. This program combines multiple teaching methods including classroom lecture, interactive discussion and small group exercises.

**PROGRAM OBJECTIVES**

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

- Identify leadership skills and qualities of effective leadership for nurses in assisted living
- Understand the impact of individual leadership styles on staff and residents
- Identify characteristics of person-centered care and its impact on regulatory compliance and documentation
- Comprehend effective communication skills and application in supervision/management
- Understand the causes, stages, and resolution of conflict
- Identify and demonstrate problem solving and conflict resolution techniques
- Learn to integrate coaching and mentoring skills into daily management
- Understand the value of customer satisfaction and strategies to support employees

**LOCATION:**

THE DOMINICAN VILLAGE
565 Albany Avenue
Amityville, New York 11701

**APPLICATION DEADLINE:**

FEBRUARY 4, 2020

APPLY ONLINE @ NYSHFA-NYSCAL.org / ALNLProgram

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.*
**PROGRAM COORDINATORS**

**Loretta J. KAES, RN B-C, C-AL, LNHA, CALA**  
Director of Quality Improvement and Clinical Services, Health Care Association of New Jersey

Loretta holds an RN and a BSN, as well as a Gerontological Nurse Certification and is a licensed nursing home administrator and Certified Assisted Living Administrator.

**Amy Kennedy, RN, BSN, MPA**  
Executive Director, New York State Center for Assisted Living

Amy holds a masters degree in Public Administration and has worked for more than 20 years in assisted living, including Operations of Enriched Housing, Adult Home, ACF and special needs assisted living.

**PROGRAM REQUIREMENTS**

Applicants must be currently employed in an Assisted Living facility in Nassau or Suffolk County in Long Island.  
Attendees are required to attend all four full-day class sessions. Participation Certificates will be issued at the end of the program for 28 Contact Hours.

**APPLICATION DEADLINE:**  
**FEBRUARY 4, 2020**

**COURSE OUTLINE**

**Leadership Skills**  
**MONDAY, MARCH 2, 2020**  
9:00am - 4:00pm  
- Identify and Define Leadership Skills  
- Demonstrate Communication Skills for Effective Leadership

**Regulations**  
**TUESDAY, MARCH 3, 2020**  
9:00am - 4:00pm  
- Review of Nurse Practice Act & Nurse Delegation  
- Review of Regulatory Compliance Programs

**Coaching**  
**WEDNESDAY, MARCH 18, 2020**  
9:00am - 4:00pm  
- Demonstrate Use of Problem-Solving Process and Coaching Skills

**Conflict Resolution & Stress Management**  
**THURSDAY, MARCH 19, 2020**  
9:00am - 4:00pm  
- Demonstrate Techniques to Resolve Conflicts in the Workplace  
- Apply Stress Management Techniques in Personal Lives

**WHO SHOULD ATTEND?**

This program is offered for all LPNs and RNs (new and experienced) at Assisted Living Facilities in New York State.