



Lead Your People. Manage Your Process.

SESSION 1: Tactical Tools for Leading and Managing

From Peer to Leader: Successfully Navigate Your Transition

- Do's and don'ts during your first year
- Create a vision for your growth
- Remember what business you're in

Your Feedback Process: Apply Constructive Coaching

- Determine why constructive criticism doesn't work
- No news is bad news
- Apply strategies for making feedback stick

Cost

Participants are encouraged to register for the entire series for maximum benefit. Individual session registration is also welcome.

Members: \$200/series or \$125/session

Non-Members: \$300/series or \$175/session

SESSION 2: Tactical Tools for Leading and Managing, *continued*

Influential Communication: How leaders gain attention and get action

- Select the proper tool
- Include the Why, What, and How
- Earn buy-in and drive meaningful action

Your Interview Process: Select for success

- Set clear expectations
- Ask better questions
- Listen beyond the words

Who Should Attend?

Department Directors
Mid Managers
Team Leaders
Supervisors

CEUs

4.0 NHA CEUs per session

3 Ways to Register:

1. Register online at www.LeadingAgeNC.org
2. Register by FAX at 919.869.1811.
3. Register by mailing your registration to Jennifer Gill, Director of Strategic Communications, 222 N. Person Street, Suite 205, Raleigh, NC 27601

Checks may be made payable to LeadingAge North Carolina.

Dates

All sessions take place from 10am-3pm

April 18
Salem towne
190 Moravian Way
Winston-Salem, NC 27106

August 21
Friends Homes West
6100 W. Friendly Avenue
Greensboro, NC 27410



2019 Management Leadership Series Registration Form

April 18 at Salemtowne, Winston-Salem August 21 at Friends Homes West, Greensboro

3 ways to register: 1) **ONLINE** at www.LeadingAgeNC.org. Log in to receive the member rate: \$200 for series or \$125/session. Non-member rate is \$300 for series or \$175/session. 2) **FAX** to 919.869.1811. 3) **MAIL** completed form to LeadingAge North Carolina at 222 N. Person Street, Suite 205, Raleigh, NC 27601. Written request for cancellation must be received at the LeadingAge North Carolina office no later than April 12 for April session/entire series or August 16 for August session only. All cancellations received prior to these dates will be refunded less a \$25 administrative fee. All cancellations received after April 12 and August 16 will be non-refundable. **Lunch, session materials, credit, and certificate of completion included.**

Please complete one form per attendee.

Name _____

Title _____

Community _____

Street Address _____

City _____

State _____ Zip _____

Phone _____

Email _____

NHA License # (if applicable) _____

I plan to attend:

_____ Entire Series
\$200 - members
\$300 for non-members

_____ Individual Session(s)
\$125 - members / \$175 for non-members
Please indicate dates below.

Circle Card Type: American Express
VISA Master Card Discover

Amount enclosed: _____

Card Number: _____

Security Code: _____

Expiration Date: _____

Card Holder Name:

Signature of Card Holder:

Billing Address:

Checks should be made payable to:
LeadingAge North Carolina
222 N. Person Street, Suite 205
Raleigh, NC 27601

Fax: 919-869-1811
Phone: 919-571-8333