



# Owner/Executive Management Program

## WEDNESDAY, May 8, 2019

Registration and Light Continental Breakfast: 8:30 - 9:00am Program  
Sessions: 9:00am - 4:00pm

8:15am - 9:00am

**Registration and Light Continental Breakfast** - included with registration

9:00am to 12:00pm:

**How to Impact Your Business through Rhythm, Coaching, and Leadership: Ty Bello, BS, RCC, President, Team@Work.** As business leaders and managers, we have all found ourselves in the middle of the daily chaos that is leading people, managing process, and providing products and services to our customers. We have targets, goals, and big ideas about what we want to do and how we want to do it - but every time we begin to make progress in that direction, it's as if the daily grind conspires against us and we find ourselves off track, frustrated by a lack of forward momentum, and ending the day no closer to the finish line than when we started...day after day after day.

Leadership is not a destination, it's a constant journey. It must be seen as a starting line for us to pursue a deeper level of knowledge and understanding of our particular skill set and capacity. Those we are charged to lead deserve more from us than watching us rest on our current capabilities and prior accolades. If you are not learning, if you are not growing, if you are not expanding your capacity, then you simply are not the leader you need to be and you are inhibiting both yourself and those who follow you from realizing their full potential. It's time to get humble and embrace the reality that your position will never outpace your need to learn.

How do we find balance and understanding in what needs to be Managed and what needs to be Coached? One would think it is simple, but it is really complicated. The title of this CoachShopSM explains how we should approach both Managing and Coaching. We will explore how do to just that.

### Learning Objectives

1. Understand the principles of the Think - Plan - Do model to make better and faster decisions
2. Design an annual plan that is built upon an achievable framework of quarterly goals, weekly priorities, and daily accomplishments for every member of your team
3. Define the key characteristics of any leader who is willing to lead by learning
4. List three reasons why personal learning is a competitive advantage to you and your organization
5. Create a framework of learning opportunities in your organization & understand how to develop a process to engage your team
6. How to distinguish between Coaching and Managing
7. How do we transform our Teams with Coaching?

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12:00 - 1pm:

**Networking Lunch** - included with registration

1:00 - 2:30pm:

### Measuring the Health of Your Revenue Cycle.

**Presented by Jim Knight, Partner and CEO, ACU-Serve** A high level, interactive session designed to diagnose and cure the aches and pains of your HME business. This session will focus on the high level key performance indicators (KPIs) that indicate issues in collecting your cash. Then show how they relate to each other and of course dive down to identify root causes and how to remedy. The main focus is how do we leverage technology to get results and scale with a limited number of managers and resources. How to do more with less!

Jim has an accounting background and has performed implementation, consulting and training on home medical equipment software, as well as manufacturing and distribution accounting software. He has been in the home health care field for over 25 years and currently manages over 100 people. As the C.E.O., Jim has incorporated policies, procedures and technology to motivate and manage hundreds of people. He has also conducted several courses at software user conferences and state association meetings.

**Jim Knight is Proudly Sponsored by:**



2:30 - 2:45pm:

**Email and Telephone Break**

2:45 - 4:00pm:

**Hiring, Retention, and Motivation: a Executive Management Roundtable discussion: Moderated by Ty Bello, BS, RCC, President, Team@Work.** The Current Landscape for hiring, retention, and motivation is challenging in the HME industry. With constantly having to do more with less, it is important to have quality staff and be able to keep them. Join in roundtable discussions with your peers to discuss what works and what doesn't.

**\*\* MAMES reserves the right to change the schedule.**