



assisted living education academy, llc

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# SANTA'S SECRETS



This two hour program is for directors and managers that want more insight on how to get the most out of their staff.

By using “Santa’s Secrets” we demonstrate the difference between managing vs. leading. At the end of the program you will have more hands-on ‘tools’ that provide clear responses to these questions directly:

- ❄️ **What do I need to know in order to make the best hiring and promotion decisions?**
- ❄️ **How can we make it easier for team members to give open and honest-feedback?**
- ❄️ **How can we demonstrate support for changes – even when we don’t personally agree with them?**
- ❄️ **How can we recognize team members who help other team members succeed?**
- ❄️ **What are some tips on how to address performance issues?**
- ❄️ **What are some ideas that we can use to “walk the talk” of leadership?**