



REGISTER TODAY FOR THE LEARNING EVENT OF THE SEASON!

alea's Continuing Education 2010 Fall Symposium

Coming Soon to a Regional Location Near You!

Sneak Peek!

- Sessions for both direct care and management staff
- Registration packages to fit your needs, schedule and pocket-book!
- Register four from the same facility...send a 5th one FREE!

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WALAs Training Partner

Are you in need of continuing education hours for your direct care or management staff? Are you looking for both a quality and cost-effective solution? Look no further! Announcing **alea's Continuing Education 2010 Fall Symposium!** This two-day learning event is the first of its kind and promises to deliver meaningful education that will impact resident care, employee engagement, leadership expertise and, ultimately, your bottom line!

The two-day event will be offered in four regional locations across Wisconsin to allow for as much participation as possible and to reduce travel-related costs to your facility. The Symposium will be held in:

Eau Claire: September 29-30

Madison: October 12-13

Wausau: October 27-28

Green Bay: November 17-18



Your training investment is valuable—this event promises to deliver to a worthwhile, “no fluff, no fuss” learning agenda focused on the business of educating staff. Each day begins bright and early with a brief welcome and opening remarks session, immediately followed by breakout sessions specific to either direct care or leadership / management staff. Sessions focus on real-work topics applicable to the elderly population and leading the employees who care for them. Professional facilitators in their related fields lead thought-provoking and interactive learning experiences. Certificates of Completion will be distributed, clearly identifying each session’s learning objectives, total CE hours of completion and dated and signed by the session’s facilitator.

Take a look inside for the agenda overview, synopsis of each session and multiple registration options to fit your needs. Enrollments are limited so don't delay...register today!

**2010 will soon come to a close.
Are YOU in compliance with your CEs?**

DHS 83.25 Continuing Education
The administrator and resident care staff shall receive at least 15 hours per calendar year of continuing education beginning with the first full calendar year of employment. Continuing education shall be relevant to the job responsibilities....

DHS 83.26 Documentation
Employee...hours of continuing education shall be documented in the employee's file.

For Registration or Information:

alea, llc
assisted living education academy
1574 W. Broadway, Suite 200
Madison, WI 53716
608-819-2190 or 608-819-2223

Visit us on the web at:

www.aleatraining.com



AGENDA!

DAY 1				
7:00 – 7:30 am	Registration	Learning Track Key		
7:30 – 8:00 am	Welcome and Opening Remarks Introduction of Presenters Room Assignments and Session Overviews Certificate Punch Process	<table border="1"> <tr> <td>Direct Care</td> </tr> <tr> <td>Leadership / Management</td> </tr> </table>	Direct Care	Leadership / Management
Direct Care				
Leadership / Management				
Session 1 8:15 – 10:15 am	Remember When... (Dynamics of the Elderly Population, Dementia and Responding to Challenging Behaviors)	Turn Around...Is Anyone Following? (Understand the Difference Between Leading and Managing)		
Session 2 10:30 am – 12:30 pm		"People Stuff" (Employee Performance Management)		
12:30 – 1:30 pm	Lunch (on your own)			
Session 3 1:30 – 3:00 pm	Caution: Handle with Care! (ADLs, Bathing without Battles)	Tell It Like It Is! (Giving Effective Feedback)		
Session 4 3:15 – 4:45 pm		You're Fired! (Managing Involuntary Terminations)		

DAY 2		
7:00 – 7:30 am	Registration	
7:30 – 8:00 am	Welcome and Opening Remarks Introduction of Presenters Room Assignments and Session Overviews Certificate Punch Process	
Session 1 8:15 – 10:15 am	R-E-S-P-E-C-T (Resident Rights, Abuse & Neglect)	Oh No! NOW What Do I Do? (Supervisory Skills for the 1 st Time Manager)
Session 2 10:30 am – 12:30 pm		
12:30 – 1:30 pm	Lunch (on your own)	
Session 3 1:30 – 3:00 pm	Do You Hear What I Hear? (Active Communications)	The Best of the Best! (Recruiting, Interviewing and Selecting)
Session 4 3:15 – 4:45 pm	At Your Service (Service Orientation and Hospitality)	

REGISTRATION PACKAGES TO FIT EVERY POCKETBOOK AND SCHEDULE!

Package*	Registration	Fee (per participant)
A	2-day Registration (one track of choice)	(\$12.50 / CE hr) \$ 175.00
B	1-day Registration (one track of choice)	(\$14.30 / CE hr) \$ 100.00
C	½ day Registration (one track of choice)	(\$18.75 / CE hr) \$ 75.00

*NOTE: Register four staff from the same facility (all for the same Package) and add a 5th participant **FREE** (same Package). **A savings of up to \$175!**

AT YOUR SERVICE Two factors can separate mediocre facilities from those that are great: the quality and consistency of customer service and the degree of hospitality inherent throughout the facility. In this session, participants concentrate on creating a customer-focused attitude and practice techniques to establish a positive rapport with residents, family members and co-workers.

CAUTION! HANDLE WITH CARE! A caregiver's ability to assist with routine activities of daily living (ADLs) directly impacts a resident's dignity and quality of life. Participants of this session will be able to identify the difference between basic and instrumental ADLs, understand key elements to assist with ADLs and learn techniques to successfully perform basic ADLs in challenging situations.

DO YOU HEAR WHAT I HEAR? Communication is one of the most, if not THE most, critical skill required in our workplaces. Yet, it continues to be one of the most challenging. Participants of this session will understand how perception influences outcomes and will discover strategies to sharpen their listening and questioning skills to confirm understanding.

OH NO! NOW WHAT DO I DO? People are often promoted to positions of management because of demonstrated expertise in a current position. However, stepping into a managerial role for the first time is not an easy transition, no matter the level of expertise in a prior role. In this session, participants understand the new challenges that come with the new role, learn how important it is to establish credibility and authority with former peers, discover effective management strategies and familiarize themselves with the typical "first mistakes" to avoid.

"PEOPLE STUFF" If you're in a managerial role and don't like working with all that "people stuff," chances are you could use some help with managing your employees' performance! A well-run performance management system impacts employee motivation and builds intrinsic rewards that won't cost you anything but your time and attention. Participants of this session will understand the components of an effective performance management system, learn strategies to consistently and fairly assess employee performance and explore employee motivation strategies.

PRN: CORRECT AS NEEDED! Wrong time...missed dose...wrong drug. Extra dose...wrong dose...no documentation...incomplete documentation. What do all of these have in common? These medication errors can result in a wide range of events – anything from serious harm to a resident to a sentinel event that can damage your reputation in the community to significant financial hardship. This session reinforces the basic steps when administering medications and reviews best practices that reduce medication errors, including proper documentation and monitoring of residents after administration.

REMEMBER WHEN... Growing old gracefully is possible...growing old with dignity is critical. Resident caregivers who embrace foundational understandings of the population they serve are more likely to provide dignified care when performing even the most menial of tasks. In this session, participants uncover some of the myths about aging, learn about transitions people go through as they age and require more care, examine the dynamics of dementia and recognize helpful strategies to respond to challenging behaviors.

R-E-S-P-E-C-T DHS 83.32 identifies the rights of residents who live in assisted living facilities. Knowing these rights is important; adhering to them is essential. Participants of this session will review this DHS regulation and engage in case studies to identify rights that have either been violated or upheld.

TELL IT LIKE IT IS! Most of us welcome the opportunity to provide positive feedback and dread giving feedback when correcting performance or to set higher expectations. This session teaches participants an effective methodology for giving both positive and corrective feedback. Participants will go through the process with their own real-work examples in preparation for delivering feedback to their employees.

THE BEST OF THE BEST! We all know that employee turnover is costly – both direct and indirect costs negatively impact resident care and the bottom line. Even with a larger pool of candidates to choose from in a down economy, the challenge remains to minimize the risk of a bad hire. In this session, participants assess recruitment strategies, learn how to ask the right questions during an interview and avoid the "warm body" hiring trap.

TURN AROUND...IS ANYONE FOLLOWING? If you're a leader in your organization but nobody is following you, aren't you just taking a walk? The terms "leaders" and "managers" are often used interchangeably, yet each is defined by a different set of skills—and both are important to the success of your facility! Participants will learn the difference between leading and managing, understand the impact leaders and managers have on the culture of the facility and conduct an analysis of their personal leadership style.

YOU'RE FIRED! Involuntary terminations are rarely a comfortable experience for either the employee being termed or the facility representative delivering the news; however, these terminations need to be managed with a high degree of certainty, dignity and respect. In this session, participants explore fact-finding and investigation practices, recognize the critical elements of supporting documentation, and discuss the benefit of clear and consistent communication with employees.

alea, llc

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**Our goal is YOUR goal -
staff education that is
accessible, affordable and achievable!**

Visit us on the web at:
www.aleatraining.com



WALAs Training Partner

The Return on Your Training Investment

Your residents deserve to be cared for by staff members who are knowledgeable, skilled and competent – ensuring the highest quality of care available. Organizations that commit to investing in quality educational opportunities help their staff deliver quality care and realize additional benefits, such as:

- ◆ Higher level of employee competence
- ◆ Greater employee productivity and efficiency
- ◆ Increased job satisfaction
- ◆ Reduced rate of turnover
- ◆ Reduction in mistakes or errors on the job
- ◆ Less supervisory time spent managing poor performance
- ◆ Increased employee motivation
- ◆ Contribution to a positive community reputation of being a great place to live and work

alea can help you reach the full potential of your investment in staff education. We collaborate with you to determine the best approach for your staff and offer a wide variety of courses to suit your needs. Contact *alea* today – we'll work to be your partner in education!

HOW TO REGISTER!

- (1) Complete the Registration insert located in this brochure or print a copy of the Registration Form located on our website at www.aleatraining.com.
- (2) For **each** participant registered, select **ONE** only in **EACH** of the following categories:
 - ◆ Learning Track: Direct Care or Leadership
 - ◆ Location: Eau Claire, Madison, Wausau or Green Bay
 - ◆ Registration Packages
 - ⇒ Package A: Attending Both Days OR
 - ⇒ Package B: Attending One Day Only (Select Day 1 or Day 2) OR
 - ⇒ Package C: Attending 1/2 Day Only (Select Day 1 Morning / Afternoon or Day 2 Morning / Afternoon)
- (3) Add the total Participant Fees (listed under Package options) and mail the completed registration form, along with a check for the total amount payable, to:

alea, llc

ATTN: Fall Symposium Registration

1574 W. Broadway, Suite 200

Madison, WI 53713



Don't forget....Register
4 from the same facility,
enroll a 5th person

FREE!

A savings of up to \$175!

IMPORTANT: ENROLLMENTS ARE LIMITED! REGISTER TODAY TO RESERVE YOUR SPOT!