

NHCA/NALA

NEBRASKA HEALTH CARE ASSOCIATION
NEBRASKA ASSISTED LIVING ASSOCIATION
3900 NW 12th St Ste 100
Lincoln NE 68521-3037

NHCA/NALA 2010 District Education—Winter Round

**BRINGING OUT THE BEST
(vs. the Beast) IN PEOPLE**



NORFOLK
FEBRUARY 2, 2010
LIFELONG LEARNING CENTER
NORTHEAST COMMUNITY COLLEGE
601 East Benjamin Avenue
800-348-9033 ext 7335

LINCOLN
FEBRUARY 3, 2010
COUNTRY INN & SUITES
5353 North 27th Street
402-476-5353

OMAHA
FEBRUARY 4, 2010
THE GEORGETOWNE CLUB
2440 South 141st Circle
402-334-5446

GERING
FEBRUARY 16, 2010
GERING CIVIC CENTER
1050 M Street
800-998-8921

NORTH PLATTE
FEBRUARY 17, 2010
HOLIDAY INN EXPRESS
300 Holiday Frontage Road
308-532-9500

GRAND ISLAND
FEBRUARY 18, 2010
HOLIDAY INN MIDTOWN
2503 South Locust
308-384-1330

PROGRAM CONTENT AND OBJECTIVES

It is not uncommon to feel that one just naturally brings out the best in some people yet manages to bring out the beast in others. That is, some working relationship will be productive and some will be frustrating. In this training program, participants learn how to achieve their goals while meeting others' needs—a win-win situation. So whether they are “selling” ideas, services, or products; whether they are team leaders or team members; or whether they are talking with bosses, co-workers, employees, residents, their families, or anyone else; they can produce positive results.

At the completion of the program, participants will be able to:

1. Recognize their own and others' communication styles, i.e., “men vs. women” and “generational” styles;
2. Manage, motivate, and persuade people of four different styles up, down, and across their world; and
3. Revise communication to bring out the best in a chronic complainer, a bully, a well-meaning person who does not follow through, and a “black hole” always-negative person.

AUDIENCE

This program is appropriate for all in nursing facilities and assisted living facilities.

AGENDA

The following agenda will be used at all locations:

- 9:00 am - 10:00 am NALA District Meeting (NALA Members Only)
- 9:45 am - 10:15 am Registration
- 10:15 am - 12:15 pm Program
- 12:15 pm - 1:00 pm Lunch (provided)
- 1:00 pm - 2:00 pm Program, continued
- 2:15 pm - 3:15 pm NHCA District Meeting (AD, NU, AC, DI, SS) (NHCA Members Only)

SPEAKER: Jeanne Baer

Jeanne Baer is the president of Creative Training Solutions in Lincoln, Nebraska. She is a consultant and trainer in the areas of effective and productive teams and individuals.



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CONTINUING EDUCATION CREDIT

This education program meets the continuing competency requirements of 3 hours for the renewal/reinstatement of a Nebraska Nursing Home Administrator's license as granted by the Nebraska Board of Nursing Home Administrators. This program is appropriate for the educational requirement for assisted living administrators and direct care staff. Approval has been requested from the Dietary Managers Association (DMA) for 3 hours of continuing education credit for dietary managers. Approval has been requested from the American Dietetic Association for 3 hours of continuing education credit for dietitians and dietary techs. This program meets the criteria of an approved continuing education program for social work. This program meets the criteria of a peer approved continuing education program of 3 hours for nurses. This program is appropriate continuing education for activity coordinators.

Participants must stay in the program the entire time to receive full credit.

TAPING - CELLULAR PHONES - PAGERS

Material presented at this education program is the property of the speakers or Nebraska Health Care Association/Nebraska Assisted Living Association. Therefore, taping of the program is not allowed. NHCA/NALA also asks that all cellular phones and pagers be turned off during education programs.

REGISTRATION FEES:		
	<u>Members*</u>	<u>Non-members</u>
Administrator.....	\$57.00	\$114.00
Staff.....	\$40.00	\$ 80.00
NHPCP/LPNAN Member.....	\$40.00	
NHCA Student Member.....	\$28.50	
NALA District Meeting Only.....	No Charge	
The NALA District Meeting starts at 9:00 am (before education).		
The NALA District Meeting is for NALA members only.		
NHCA District Meeting Only.....	No Charge	
The NHCA District Meeting starts at 2:15 pm (after education).		
The NHCA District Meeting is for NHCA members only.		
*Member rates apply to NHCA, NALA, LPNAN, and NHPCP members.		

REGISTRATION INFORMATION

PRE-REGISTRATION IS ENCOURAGED. There will be a \$5.00 PER PERSON ADDITIONAL CHARGE for registrations not received in the NHCA/NALA office by the close of business on the following dates: January 27 for the February 2 program; January 28 for the February 3 program; January 29 for the February 4 program; February 10 for the February 16 program; February 11 for the February 17 program; February 12 for the February 18 program. Registration at the door will be accepted only if space permits.

CANCELLATIONS—There will be NO REFUNDS for cancellations received in the NHCA/NALA office after the following dates: January 28 for the February 2 program; January 29 for the February 3 program; February 1 for the February 4 program; February 11 for the February 16 program; February 12 for the February 17 program; and February 15 for the February 18 program, except in the case of a death in the registrant's immediate family—mother, father, husband, wife, brother, sister, or child.

REFUNDS—Registration fees will be credited/refunded MINUS A \$10 PER PERSON SERVICE CHARGE for cancellations received in the NHCA/NALA office by the close of business on or before the above cancellation dates.

ALTERNATE REGISTRANT—If a registrant must cancel, an alternate registrant is always accepted to replace the cancelled registrant. This applies to facility members and facility non-members.

All Personal Associate Members, Student Members, Business Associate Members, NHPCP members, LPNAN members, and non-members—fees must be paid in advance and must accompany the registration form.

Registration includes lunch and handout materials. If you are an Administrator, Director, or Manager, you must register as an Administrator.

TAX DEDUCTION FOR EDUCATION EXPENSE: Treasury Regulation §1.162-5 Coughlin vs. Commissioner, 203 F.2d 307, permits an income tax deduction for education expenses (registration fees and cost of travel, meals and lodging) undertaken to: (1) maintain or improve skills required in one's employment or other trade or business or (2) meet express requirements of an employer or a law imposed as a condition to retention of employment, job status, or rate of compensation.

Please bring a sweater or jacket to ensure your comfort at the program.

REGISTRATION FORM

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REGISTER BY MAIL, FAX, OR PHONE: NHCA/NALA, 3900 NW 12th St Ste 100, Lincoln NE 68521-3037
Fax: (402) 475-6289 Phone: (402) 435-3551

Check the box for the location registrants will be attending:

- NORFOLK FEBRUARY 2
 LINCOLN FEBRUARY 3
 OMAHA FEBRUARY 4
 GERING FEBRUARY 16
 NORTH PLATTE FEBRUARY 17
 GRAND ISLAND FEBRUARY 18

Facility: _____ Phone: _____

Mailing Address: _____ City: _____ State: _____ Zip: _____

Membership Status: Member Non-Member
 (For NHCA/NALA Office Use Only: ACCT ID _____)

Billing Information: Check Enclosed Cash
 Credit Card Bill

If you have a disability that requires special needs, please attach a written description of your needs. _____

If you wish a vegetarian meal or have other dietary restrictions, make a notation by your name.

Cardholder's Name (PRINT): _____

Credit Card #: _____

Expiration Date: _____

Cardholder's Billing Address, City, State, Zip: _____

Signature: _____

Your signature on the line above will authorize this transaction. ↑

Administrator Hours	Check Nursing Facility or Assisted Living		Name _____	Title _____	\$ _____
	NE	AL			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name _____	Title _____	\$ _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name _____	Title _____	\$ _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name _____	Title _____	\$ _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name _____	Title _____	\$ _____
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name _____	Title _____	\$ _____

Register by Mail, Fax, or Phone! Register Early—Avoid Late Charges! Total Amount \$ _____