Care Providers of Minnesota is excited to present a new workforce online workshop series.

There is no getting around it; long-term care thrives on people-power—leaders, critical thinkers, and caregivers. How do you find new talent, retain quality staff, and create a successful work environment?

Whether you are looking to hire staff, develop existing talent, or improve the dynamics of your team, this workshop series—consisting of five workshops—will ensure that your time and energy are spent on the right people at the right time.

Sign up for one, two, three, four, or all five workshops:

- September 23: Cultural awareness in the workplace
- October 23: Hiring for success: best practices for hiring trustworthy employees
- December 5: Hiring for keeps: strategies to retain staff
- January 15: Be a great supervisor
- February 11: Empowering front-line staff: a servant leadership perspective
September 23, 2019 | CULTURAL AWARENESS IN THE WORKPLACE

Is your workplace becoming more diverse? Do you struggle with staff communication, and does your staff struggle to communicate with each other? A successful work environment is founded on effective and open communication. If you want to better understand your staff, this session will provide you with insight and strategies to do so. This session offers a personal perspective from a culturally-diverse person to help you create a workspace of respect, appreciation, and understanding for each other.

**Learning objectives:**
- Become aware of other cultures and their cultural norms
- Understand how to create a welcoming environment for all staff
- Gain tips on improving communication

**Presenter: Ms. See Moua-Leske, Program Manager, Southwest Adult Basic Education–Marshall**
See Moua-Leske was born in Laos and immigrated to the United States with her family when she was four years old. As the first family member to attend college, See received her elementary education degree and then a master’s in special education, with one class remaining to complete her teaching English as a second language master’s. See taught for nine years before joining Southwest Adult Basic Education-Marshall last year as its fearless leader.

**Monday, September 23, 2019 | 10:00–11:15 AM**
CEUs: Care Providers of Minnesota will apply for 1.25 clock/contact hour for the workshop.
Register: www.careproviders.org/WFSeries1

October 23, 2019 | HIRING FOR SUCCESS: BEST PRACTICES FOR HIRING TRUSTWORTHY EMPLOYEES

Care Providers of Minnesota commissioned Martin-McAllister Consulting Psychologists—industrial psychologists—to examine the long-term care industry to gain insight on hiring and training staff.

In this session, Dr. Laura Pendergrass will discuss some of the common challenges and pitfalls in interviewing and selecting candidates for care provider roles. She will discuss practical steps to take in enhancing the employee selection processes, based on scientific research and on accumulated experience. Using real world examples, Dr. Pendergrass will offer examples of red flags to look for in interview answers that might indicate future management challenges.

**Learning objectives:**
- Develop strong competency-based interviews and evaluate candidates’ characteristics based on scientific evidence of a strong match with care provider roles
- Learn the most and least effective training strategies for helping employees to learn the soft skills associated with care provision

**Presenter: Dr. Laura Pendergrass, Licensed Psychologist, Martin-McAllister Consulting Psychologists**
Laura Pendergrass completed a Bachelor of Arts degree in psychology and English from the University of Wisconsin–Madison. She earned her PhD in counseling psychology from the University of Minnesota, with a supporting program through the Carlson School of Management. Her current practice includes personnel selection and developmental evaluations, evaluation of law enforcement and other public safety officers; individualized coaching; development and presentation of training and team-building programs; clinical evaluation and assessment; vocational guidance; research and test development; and management consultation. She is also adjunct faculty at the University of Minnesota, teaching psychological assessment, among other topics.

**Wednesday, October 23, 2019 | 10:00–11:15 AM**
CEUs: Care Providers of Minnesota will apply for 1.25 clock/contact hour for the workshop.
Register: www.careproviders.org/WFSeries2
December 5, 2019 | HIRING FOR KEEPS: STRATEGIES TO RETAIN STAFF

From bedside to boardroom, senior care communities are challenged with the need to attract, retain, and develop their team members. In an increasingly competitive talent market challenged by caregiver shortages, high turnover, and an aging population with more sophisticated care needs, providers must rethink their workforce strategies—evolving recruiting, engagement, and retention tactics to attract and develop talent.

Organizations need to build a nurturing and rewarding culture to improve employee engagement and reduce turnover. As studies have shown, when properly engaged, employees do their best work, inspiring others and improving resident care and satisfaction. Learn new tactics to enhance staff recruit, engagement, and retention.

Learning objectives:
- Learn modern communication and onboarding strategies that quickly assimilate new staff members, reducing turnover during the first 90 days of employment
- Learn key tactics to more regularly measure satisfaction levels and metrics that help management identify the key issues causing turnover
- Discover how to boost your organization’s culture and implement proven engagement strategies so that team members are happy—and they stay

Presenter: Ms. Lisa Fordyce, Executive Vice President, OnShift
Having started her career as a caregiver and expanding into operations leadership, Lisa has held senior executive operations positions at national senior housing organizations, leading overall business strategies and day-to-day operations to deliver quality resident care and services. She is one of the most widely recognized operations leaders in the senior living profession and is known for her ability to make an impact by emphasizing both business and quality care. Lisa’s experience makes her uniquely qualified as a resource for our senior living support. Lisa has moderated and presented at numerous national, state and local organizations in the senior living industry and workforce solutions sessions.

Thursday, December 5, 2019 | 10:00–11:15 AM
CEUs: Care Providers of Minnesota will apply for 1.25 clock/contact hour for the workshop.
Register: www.careproviders.org/WFSeries3

January 15, 2020 | BE A GREAT SUPERVISOR

Learn how to be the leader that people want as their supervisor and who brings out the best in team members. This session will focus on developing the very qualities we have observed in the supervisors we admire and appreciate. Participants will learn the qualities that make someone a positive and effective leader, the five traits of effective leaders, three key practices that will engage staff, and how to assist team members in solving problems.

Learning objectives:
- Learn to reflect on the qualities that make someone a positive and effective leader
- Cultivate and harness five traits of effective, ethical leaders in management roles
- Adopt three key practices that will connect and engage team members
- Assist team members in solving problems without taking over

Presenter: Dr. Charles A. “Chad” Weinstein, President, Ethical Leaders in Action, LLC
As president of Ethical Leaders in Action, Charles “Chad” Weinstein provides leadership development and strategic consulting services to healthcare, public safety, government, and business organizations. Chad is the lead instructor for Care Providers of Minnesota’s Leading4Life Leadership Fellowship Program, and author of Thinking Aloud: Reflections on Ethical Leadership. He has been a consultant and manager for more than 25 years and holds an MA and PhD in ethics (philosophy) from the University of Minnesota and a BA from the University of Wisconsin–Madison.

Wednesday, January 15, 2020 | 10:00 AM–11:30 AM
CEUs: Care Providers of Minnesota will apply for 1.5 clock/contact hour for the workshop.
Register: www.careproviders.org/WFSeries4
February 11, 2020 | **EMPOWERING FRONT-LINE STAFF: A SERVANT LEADERSHIP PERSPECTIVE**

Supervisors and managers of front-line employees play a pivotal role in assuring that the people they lead are both able and eager to create outstanding resident experiences. This session will present practical skills and concepts from the tradition of servant leadership that will enable supervisors to guide, direct, coordinate, and sometimes inspire team members to work together with a sense of mission and a commitment to service. The best part: doing great work can be fun, too! This will be a session filled with real-life stories and practical advice.

**Learning objectives:**
- Harness the dynamics of empowerment to bring out the best in team members
- Develop core communication skills for supervisors
- Use a sense of purpose and mission to enliven an organizational culture

**Presenter:** Dr. Charles A. “Chad” Weinstein, President, Ethical Leaders in Action, LLC

As president of Ethical Leaders in Action, Charles “Chad” Weinstein provides leadership development and strategic consulting services to healthcare, public safety, government, and business organizations. Chad is the lead instructor for Care Providers of Minnesota's Leading4Life Leadership Fellowship Program, and author of *Thinking Aloud: Reflections on Ethical Leadership*. He has been a consultant and manager for more than 25 years and holds an MA and PhD in ethics (philosophy) from the University of Minnesota and a BA from the University of Wisconsin–Madison.

Tuesday, February 11, 2020 | 10:00–11:30 AM
CEUs: Care Providers of Minnesota will apply for 1.5 clock/contact hour for the workshop.
Register: [www.careproviders.org/WFSeries5](http://www.careproviders.org/WFSeries5)

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**DETAILS | FOR ALL WORKSHOPS**

**CARE PROVIDERS OF MINNESOTA MEMBERS:**
- $75 per connection with unlimited access to recording for 30 days, no CEUs
- $90 per connection with unlimited access to recording for 30 days, and CEUs for one recipient

**PROSPECTIVE MEMBERS:**
- $125 per connection with unlimited access to recording for 30 days, no CEUs
- $175 per connection with unlimited access to recording for 30 days, and CEUs for one recipient

**CEUs:** Only registrants who select the CEU registration option and participate using the personalized webinar link will meet professional boards’ accreditation requirements.

Cancellations/no-shows will receive access to archived workshop for 30 days.

**REGISTRATION:**
There are three ways to register:
1. Click on the individual workshop links
2. Via mail or fax (form available online)
3. Call Loni Lagro at 952-851-2494 or 800-462-0024

Unavailable for live presentation? We have you covered. All workshops will be recorded and available for later viewing. You may purchase archived versions with or without CEUs, and each option comes with unlimited access to the recording for 30 days.