

2018 Best Care Academy Sessions



MANAGEMENT BOOT CAMP — FEB 8, MAY 15, AUG 9, or NOV. 1 **CE credit****

Managing is one tough job! Best Care's "basic training" boot camp provides everything a new manager or seasoned professional will need to survive in today's ever-changing work environment. No matter what the level of experience, this session provides any manager the training to:

- *Keep employees motivated while setting clear expectations for performance objectives.*
- *Promote independence while encouraging initiative.*
- *"Think" like a manager.*

CONFLICT RESOLUTION BOOT CAMP — MARCH 6 or SEPT 13 **CE credit****

You know it happens! No one wants to deal with it—everyone wants to avoid it. Conflicts at work can be destructive! Handle it well and communication, team building and creativity soar. Handle it poorly and it's all over! Learning to resolve conflicts is a must. This fast-paced seminar will:

- *Quickly clarify the nature of conflict and the forces that drive it.*
- *Identify your unique "conflict resolution" style and how it works for vs. against you.*
- *Practice tips, tools and techniques so you are ready when conflict happens.*

NEW

DEALING WITH UNACCEPTABLE EMPLOYEE BEHAVIOR* - APR 12 or JULY 19 **CE credit****

Employees are your most valuable asset and most are solid citizens. There are a few, however, whose conduct ignites unproductive conflict and injects unnecessary drama into your workday. They erode morale, sabotage productivity, and threaten profitability. This program is designed to help put a stop to their unacceptable behavior:

- *Identify underlying patterns of unacceptable behavior.*
- *Reveal how these individuals can stymie even the most effective managers.*
- *Practice techniques for confrontation, along with methods on how to coach "up" or "out".*

NEW

MANAGING FOR MAXIMUM RESULTS:

GETTING THE BEST OUT OF YOUR PEOPLE EVERY DAY — OCT. 11 **CE credit****

Employees are expensive. It's critical that you do what you can to inspire them to give their best every day.

- *Reveal what makes employees tick and how to keep that inspiration alive.*
- *Expose the organizational factors that can cause employees to lose inspiration.*
- *Learn how to re-engage and re-inspire employees before it's too late.*

NEW

PERSONAL EFFECTIVENESS SECRETS for LEADERS — JAN. 18 **CE credit****

Americans experience never-ending pressure to do more with less. We're willing to work longer and harder, and we've delivered. However, *only half of us feel satisfied and only 1 in 5 of us are fully engaged at the workplace - liking what we do, believing in what we do and feeling appreciated by our coworkers and boss. Unlock your "secrets":*

- *Learn how to manage your energy and what emotions empower you.*
- *Learn what your personality style is and how it shapes your perceptions, attitudes, and decisions.*
- *Develop a personal mission statement for success in all areas of your life.*

NEW

LEADERSHIP IN ACTION — JUNE 7 **CE credit****

Do more than delegate. Take charge and build your leadership skills with Leadership in Action boot camp. It has been proven that the higher you go in leadership, the more the heart counts. Leading from a place of passion has resulted in companies reaching unheard of success. Discover the following keys to extraordinary leadership:

- *Your ideal leadership style and role.*
- *Strategies to promote growth and positive change.*
- *Resiliency in the face of change and pressure.*

ALL DAY: Reg. 8:30 am, Program 9 am – 4 pm, COST: \$179 pp/client, \$219 pp/non-client

***HALF DAY: Reg. 8:30 am, Program 9 am – 12 noon, COST: \$119 pp/client, \$139 pp/non-client**

To register, call 402-354-8000 or email egp@bestcareeap.org

Location: Center Pointe Building, 9239 W. Center Road, 2nd floor, Suite 223



BEST CARE EAP

** See detailed information at: www.methodistcollege.edu/professional-development

Nebraska Methodist College Professional Development is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.
Iowa Board of Nursing Provider #120

402.354.8000 / 800.801.4182

www.BestCareEAP.org

Introducing: *The Influential Leader*

Best Care EAP's Newest Academy Series



As a leader in your organization, your job is to achieve goals by working with and through others. In this role, your ability to *influence* the thoughts and actions of your associates is critical. Best Care EAP's unique, four-part training series has been designed to give you the perspective, knowledge, tools and experiences necessary to become a truly *influential leader*.

Session One: Influential Leaders **PERSUADE**

There are only three ways to get people to do what you want/need them to do: 1) you can coerce them; 2) you can bribe them; OR 3) you can persuade them. Only persuasion produces long-lasting, positive results. In his session you will learn :

- Why trust is crucial
- How to build and sustain trust
- How to recognize and ethically apply the *Six Principles of Persuasion*

Session Two: Influential Leaders **INSPIRE**

Influential leaders learn that prompting others to effective action is often more about engaging hearts than winning minds. This is also known as being *emotionally intelligent*. In this first session you will sharpen your emotional intelligence (EQ) by assessing your current level of EQ using *The Emotional Intelligence Appraisal™*. Recent research, individual coaching and other learning opportunities (including a short homework assignment) will allow you to:

- Define emotional intelligence
- Apply time-tested strategies for accessing and directing the power that emotions give us
- Respond appropriately in a variety of emotionally-charged situations

Session Three: Influential Leaders **COACH**

Coaching is the arena within which influential leaders most regularly apply their powers of persuasion. Building on lessons drawn from the previous two sessions, this program will help you discover empowering answers to the following questions:

- How do you create and maintain a coaching relationship
- How can you use or adjust your leadership style to be a more effective coach?

- How will you go about encouraging and supporting your team to accomplish goals ?
- How do you coach through the detours and challenges that come up on the way to achieving goals?
- When you have only ten minutes to coach, how do you make that precious time count?

Session Four: Influential Leaders **PLAN**

It's time for you to take the wheel! During this final hands-on session, you will:

- Set SMART goals for influencing organizational outcomes
- Anchor your achievement by: crafting an action plan that pinpoints people and resources, setting realistic time-lines, and developing measurable milestones
- Receive highly valuable feedback that will spell the difference between success and failure

TIME: Sessions held over 4 consecutive weeks, 9 am - 11:30 am

LOCATION: Center Pointe Professional Plaza
9239 W. Center Road
2nd floor, Suite 223

PRICE: \$299 (client rate)
\$349 (non-client rate)

FACILITATORS: DAVID DECHANT, MS, CCP
ANN GILLASPIE, MA, PHR
LESA DEEKER, SHRM-SCP

SERIES DATES: APRIL 3, 10, 17, 24 (TUES)
JULY 11, 18, 25, AUG 1 (WED)

Note: Price includes the cost of all course materials.

For more information or to register, email
Kelly.Ethridge@BestCareEAP.org

CE Credits: Contact hours are available for nurses.

**See detailed information at: www.methodistcollege.edu/professional-development
Nebraska Methodist College Professional Development is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Iowa Board of Nursing Provider #120