

# GENERAL SESSION & OPENING KEYNOTE PRESENTATION

**Tuesday, May 18, 9:15 – 10:30 a.m.**

**Bryan K. Williams**

## Be a Mountain Climber and Overcome Any Barrier

What a year it has been. In the midst of the pandemic you have powered on to serve our older adults. While your passion and commitment in serving has remained unshaken, you may be feeling over stretched, exhausted and stressed.

Dr. Bryan K. Williams delivers our powerful opening keynote presentation that reveals the mindset and behaviors you can adopt to effectively address and overcome professional or personal barriers. Learn 10 proven tips to take control of your efforts and transcend any obstacles in your path.

Explore the power of repetition to help you continue to deliver high quality service. Discover the essential ingredient necessary for building and maintaining positive, supportive relationships. Learn the key to remaining anchored despite life's disruptions – all this so you can continue to support seniors and their families while supporting yourself and your team.

*Dr. Bryan K. Williams is an author and consultant who is a noted authority on customer service excellence and leadership effectiveness. He previously worked for the world-renowned Ritz-Carlton Hotel Company as the Global Corporate Director of Training and Organizational Effectiveness and was a member of the Board of Examiners for the Baldrige Performance Excellence Program. He is the author of four books, "Engaging Service," "Work Like You Own It," "How to Serve a VIP," and "Lift Me Higher."*



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# GENERAL SESSION & KEYNOTE PRESENTATION

Thursday, May 20, 9:15 – 10:30 a.m.

Eileen McDargh

## Cultivating Resilience: Leadership Skills for Disruptive Times

Even before a pandemic upended our lives, the pressures of working in long-term care coupled with the pace of daily living created challenges for healthcare leaders. Resilience is now THE word for moving forward in 2021 and beyond.

Conventional wisdom suggests that some people are just better equipped to be resilient while others are more prone to be overwhelmed, but we disagree. Resilience is a set of skill-based competencies that can be learned and practiced. It is also a life skill and not just something that is pulled out in tough times. That makes this radical resilience!

Eileen McDargh leads this morning's lively presentation. Learn the four critical skills to build resilience. Consider the relationship of mental, emotional and physical energy connections that can be practiced and modeled for your staff team. Discover the value of intelligent optimism and why self-care is a critical component in moving forward and leading well.

*Eileen McDargh is an author, executive coach and the CEO (Chief Energy Officer) of The Resiliency Group in Dana Point, Calif. Since 1980 she has helped organizations and individuals transform the life of their businesses and the business of their lives. She is the author of seven books including the recent "Burnout to Breakthrough: Building Resilience to Refuel, Recharge and Reclaim What Matters."*





# GENERAL SESSION LUNCH & LAUGH

Friday, May 21, 11:45 a.m. – 12:15 p.m.

Tim Gard

## Laughter Becomes You!

Grab your lunch and join us for a good old-fashioned belly laugh to end your work week.

We all smile and laugh in the same language. Humor unites us and is the fastest, easiest and most fun way to connect with virtually anyone.

Explore ways to develop and apply your unique Comic Vision™ to become more resourceful and resilient. Discover three short and easy steps to increase your morale and productivity every day.

Tim's terrifically funny, unique stories (and extraordinary visual props) make this endnote one to remember forever.

*Tim Gard, CSP, is an author and internationally recognized Hall of Fame speaker. Considered an authority on stress reduction and conflict resolution, his easy-to-implement techniques provide ways to diffuse, deal with and even avoid intensely stressful encounters. Prior to owning his business, Tim worked in sales and human services.*

CEUs are not available for this session.

