**2016 LeadingAge Minnesota Institute and Expo**

— CEU Worksheet for the Certifying Board for Dietary Managers/Association of Nutrition and Foodservice Professionals —

**WEDNESDAY, FEBRUARY 10, 2016**

**Compose Your Life: Be the Difference – Wednesday, February 10 – 9:30 – 10:30 a.m.**

- Using music as a metaphor, explore how you can your team can build a culture of innovation and ingenuity in your organization.
- Recognize the positive elements in measured risk taking, so that barriers to much needed change can hopefully be reduced or removed in order to move forward.
- Identify opportunities your organization can pursue in creating innovative care models and transform the experience of aging for the people and communities you serve.

*Presenter: KAI KIGHT. He is a classical violin performer and entrepreneur who trained and studied under the concertmaster of Kennedy Center Opera House Orchestra and who has performed on the world stage from the White House to the Great Wall of China. He holds an engineering degree from Stanford University’s design school where he was introduced to the innovative culture of Silicon Valley and got an early start in entrepreneurship as a Kleiner Perkins Design Fellow and a Mayfield Fellow.*

**Concurrent Sessions -12:30 – 2 p.m.**

**105 - Accountability: Getting Results without Nagging**

- Evaluate what real accountability is and how accountability impacts our experience in the workplace and in our personal lives.
- Get the results you want and promote good working relationships by understanding what drives the gap between expected performance and actual performance.
- Learn how to engage the nationally-acclaimed training Crucial Accountability® by VitalSmarts to achieve the results you want.

*Deborah Marshall, Manager, Wipfli LLP, Eau Claire, Wis.*

**109 - Designing Multiple Dining Venues for a Diverse Resident Population**

- Understand the varying styles of foodservice required for residents that age in place, such as batch cooking, restaurant style dining, café/bistro venues, grab-and-go and open style kitchens.
- Discuss recent and emerging trends in dining design for different care environments.
- Explore the many ways that dining design impacts and can improve resident satisfaction and increased occupancy.

*Bill Ziegler, President and CEO; and Ross Cohen, Director of Institutional Foodservice, Premier Restaurant Equipment, Minneapolis; and Link Wilson, Partner, Kaas Wilson Architects, Bloomington*

**110 - More than Finger Foods: Innovative Dining Approach for Residents with Alzheimer’s Disease and other Dementias**
• Explore an innovative departure from traditional meal service—a three tiered approach to dining enhancements based on person-centered resident care values.
• Identify the most common and challenging mealtime behaviors of Alzheimer’s and dementia residents.
• Learn practical tips for dining environment enhancements, customized menu programs and specialized training of staff.

Devra Shiba, RD, CSG, LDN, CDP, Senior Manager Nutrition Services, Sodexo Senior Living, Buffalo Grove, Ill.

Break - 2 – 2:30 p.m.

Concurrent Sessions - 2:30 – 3:30 p.m.

203 - Destination 2021: The Demographics of a Changing Market
• Review current and future demographic, employment, housing market and economic trends in Minnesota.
• Understand the significant impact that Baby Boomers will have on demand for senior housing and services.
• Gain invaluable insight on the threats and opportunities presented by the impact of this generation’s income, asset base and attitudes.

Grant Martin, Director, Market Research, CliftonLarsonAllen LLP, Minneapolis

206 - It’s True! Pureed Foods Can Be Beautiful and Tasty
• Understand the important link between maintaining the nutritional integrity of texture altered foods and the residents’ meal experience, food intake and weight maintenance.
• Experience the best way to puree food items with the least amount of additional ingredients and for the best texture and taste.
• Learn how to make pureed meals appealing to the eye with garnishes and the use of piping, molding and other techniques.

Devra Shiba, RD, CSG, LDN, CDP Manager Nutrition Services-Healthcare, Sodexo Senior Living, Buffalo Grove, Ill; and Arnold Nickels, General Manager, Covenant Village, Golden Valley

209 - Managing and Motivating Millennial Workers
• Identify characteristics of the Millennial generation that are evident in the workplace such as attitude, expectations, work ethics and social skills.
• Describe how culture has impacted the development of Millennial career goals, what motivates them at work, how they view their workplace, expectations of their employer and why they don’t respond to traditional management systems.
• Articulate at least three specific strategies that could be immediately implemented to lead, mentor and leverage the strengths of Millennial employees.

Allison J. McFarland, Ph.D., MBA; Walter C. and Helen E. Claassen Chair of Business, Bethel College, North Newton, Kan.

214 - Self Defeating Habits of Otherwise Brilliant People
Recognize how through thousands of seemingly insignificant interactions, teams unknowingly create environments that are either cohesive or adversarial.

Understand why negative assumptions pick up momentum and spread, how to short-circuit destructive disagreement, and eliminate unconscious behaviors that spark power struggles and mistrust among your team members.

Learn essential processes and tools that will systematically prevent and resolve conflict in the workplace, improving team and individual performance, satisfaction, and engagement.

Anna Maravelas, Licensed Psychologist, M.A., President, TheraRising, Arden Hills

Break - 3:30 – 4 p.m.

Wednesday, February 10, 2016 (cont’d)

Twilight Concurrent Sessions - 4 – 5 p.m.
306 - No Second Chances: The Importance of Cleanliness in First Impressions (sanitation)
• Appreciate the role cleanliness and pleasant smells play in making a positive first impression to visitors and potential residents who enter your building.
• Evaluate a range of products and procedures that can help enhance the senses of sight and smell.
• Review proper cleaning and sanitizing procedures that help make a great first impression and result in lasting great impressions.

Rob Fiori, Solution Center Manager, Martin Bros. Distributing, Cedar Falls, Iowa

310 - Managing and Motivating Millennial Workers (repeat)
• Identify characteristics of the Millennial generation that are evident in the workplace such as attitude, expectations, work ethics and social skills.
• Describe how culture has impacted the development of Millennial career goals, what motivates them at work, how they view their workplace, expectations of their employer and why they don’t respond to traditional management systems.
• Articulate at least three specific strategies that could be immediately implemented to lead, mentor and leverage the strengths of Millennial employees.

Allison J. McFarland, Ph.D., MBA; Walter C. and Helen E. Claassen Chair of Business, Bethel College, North Newton, Kan.

313 - How Good Leadership Increases Performance and Quality

Realize that high performing organizations know excellence begins with leadership and that the path to greatness is paved by good leaders who are radiating goodness, today and every day.

Learn how to blend the “Seven Fs” into personal and professional leadership styles.
• Understand and build on the Cornerstones of Goodness: excellence, generosity, fairness and positivity.
• Identify the leadership epoxy: the relational and structural styles present within organizations that increase performance and improve quality.

Peter Germann, Trainer, Good Leadership Enterprises, Edina

THURSDAY, FEBRUARY 11, 2016


• Learn to think with an amazed and amused mind so you can be intentional and creative in your work with older adults.
• Know how you can love with an amazed and amused heart so you can effectively care for yourself and others – giving the gift of empathy that is life affirming.
• Understand how you can live with an amazed and amused spirit that unleashes a willingness to take risk, adopt an attitude of gratitude, use humor appropriately and gain a fresh perspective that will bring a more positive approach to your work.
• Recognize how changing your own attitudes and perspectives can result in powerful cultural changes that improve customer service, enhance productivity and morale and ultimately in better care and services.

Presenter: KARYN BUXMAN, RN. Karyn is a bestselling author and award-winning, globally-recognized neurohumorist, though leader and speaker. She teaches groups of all sizes on the appropriate use of humor to be more effective leaders, communicate more clearly and create effective engagement.

Concurrent Sessions- 12:30 – 2 p.m.

402 - Designing and Implementing a Sustainable Customer Service Program
• Develop understanding of key steps in designing and rolling out an organization-specific, sustainable customer service program.
• Align your customer service program to your organization’s values, mission, vision, customer service feedback and employee survey.
• Discover a method that measures effectiveness and activates accountability to customer service principles.

Anneliese Peterson, Senior Corporate Director of Operations, Walker Methodist, Minneapolis; and Pam Hull, President, Mandorla Consulting, LLC, Plymouth

404 - The Value of Building Trust
• Understand and identify behaviors that instill trust with your residents, families and staff, including empathy and apology and knowing when to employ them.
• Know how and when to use empathy and offer an apology after smaller, everyday events and following adverse events.
• Proactively develop trust with those you serve and work with and know what legal and empathetic steps to take when something happens to minimize your risk of legal liability.
Robert Rodè, Attorney, Voigt, Rodè & Boxeth, LLC, St. Paul; and Lores Vlaminck, RN, BSN, MA, CHPN, Lores Consulting, Rochester

406 - Working with Challenging Family Members
- Identify five realities that cause families to be challenging in their interactions with your staff.
- List the stages of adjustment families go through when placing a loved one in your care or arranging for services you provide.
- Discuss skills that will help you address and diffuse family members’ concerns and take home three proactive strategies to increase family satisfaction.

John Brose, Ph.D., LP, LMFT, LADC, Director, Associated Clinic of Psychology, Minneapolis

411 - Seven Steps to Reaching Maximum Potential as a Leader
- Explore the seven key motivators to reaching your fullest leadership potential: Passion, Engagement, Recognition, Fulfillment, Opportunity, Reward and Mastery.
- Understand and leverage the changing customer needs within the ever-evolving senior living field.
- From standard customer service to excellence—learn key practices that will set you and your company apart from the rest.

Michelle Nessman, Principal and Founder, Elite Business Systems, LLC, Kensington

Thursday, February 11, 2016 (cont’d)

412 - Managing Employee Mental Health Issues Effectively and Legally
- Discuss the impact employee mental health issues have on the workplace, how providers of all types can successfully, effectively and legally manage them, and the risks of not doing it well.
- Identify your obligations as an employer to reasonably accommodate employees’ mental health issues.
- Recognize when accommodation strategies aren’t working, how to resolve them and how to minimize risk.

Michelle Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis

Break - 2 – 2:30 p.m.

Concurrent Sessions - 2:30 – 3:30 p.m.
506 - Health Support Specialist: The Future of Excellence and Innovation
- Examine key work force trends that led to a partnership with the Minnesota State Colleges and Universities System (MNSCU), the Minnesota Department of Labor (DOLI) and pioneering LeadingAge Minnesota members to develop a new career specifically to meet the unique needs of the field of aging services.
- Become familiar with the core elements of this new caregiving career, its seven core competencies, on-the-job mentoring and other services for early adopting participants.
• Consider how your community could use this exciting new curriculum and apprenticeship program to accelerate your culture change journey and formalize your use of blended workers in a household model of care.

Adam Suomala, Vice President of Membership and Strategic Affiliations, LeadingAge Minnesota, St. Paul

508 - Employer Obligations under WESA and Minimum Wage Laws
• Understand your obligations under the new State minimum wage laws and within FMLA intermittent leave wage and hour issues.
• Understand and administer the requirements of the Women’s Economic Security Act (WESA) including provisions for pregnancy, nursing and other accommodations, and parental leave for your employees.
• Review scenarios and identify what changes to your employee policies and handbooks may be necessary.

Rebecca Coffin, Attorney; and Robert Rodè, Attorney, Voigt, Rodè & Boxeth, LLC, St. Paul

514 - Onboarding: Put Your Best Foot Forward
• Increase and strengthen your retention by engaging an onboarding program process that is strategic and ongoing.
• Benefit by implementing the four “C’s” of onboarding – the four different levels your organization should strive to achieve.
• Evaluate and identify opportunities for improving your onboarding efforts.

Lisa De Krey, Organizational Development Strategist, Alexandria

Break - 3:30 – 4 p.m.

Thursday, February 11, 2016 (cont’d)

Twilight Concurrent Sessions - 4 – 5 p.m.

606 - Avoid Legal Risk When Terminating Employees
• Understand legal risks that exist in the time between deciding to terminate an employee and communicating the message.
• Review and identify best practices when terminating an employee, including the termination meeting and communication of the termination decision.
• Evaluate and understand an employer's specific legal obligations to terminated employees including final paychecks, unlawful pay deductions and issuance of a termination notice.

Brian Benkstein, Attorney, Jackson Lewis PC, Minneapolis

607 - The Power of Intergenerational Arts Learning Programs
• Understand the benefits and elements of a highly enriching intergenerational arts learning project by hearing about examples in a local community.
• Generate a list of potential intergenerational projects that would be appropriate for your organization to pursue.
• Recognize the unique opportunities for using these types of projects to support your marketing and other organizational goals.

Pat Samples, Artful Aging Manager, COMPAS, Brooklyn Center; Kim Prayfrock, Director of Community Relations, Oak Meadows Senior Living, Oakdale; and Anne KrocaK, Public Artist, COMPAS, Cologne

608 - Cultivating a Successful Staff Development Program
• Review the key elements of a dynamic and effective staff development program.
• Discuss best practices and behavioral learning theories of the adult learner to ensure your training is engaging and effective.
• Analyze the steps you can implement to successfully engage learners.

Colleen Toebe, Nurse Consultant, Pathway Health Services Inc., White Bear Lake

609 - Understanding the Cost and Quality Equation in the Changing Reimbursement Environment
• Understand the environmental influencers driving an increase in new payer contracts and terms, and preferred provider relationships including examples of contracts in the marketplace.
• Learn why knowing your key quality and performance metrics will be a critical component of telling your story to potential partners under both private and public payers.
• Identify some key contract elements that may have a negative impact on your revenue and explore how to evaluate a contract for pitfalls.

Matthew Wocken, Manager; and Nicole Fallon, Engagement Director, CliftonLarsonAllen LLP, Minneapolis

Thursday, February 11, 2016 (cont’d)

612 - The NETStudy 2.0 – DHS’ New Background Study System
• Review the new DHS NETStudy 2.0 system on background studies that includes photographs and fingerprints.
• Hear key findings from a 2015 pilot study with aging services providers and how it will shape the NETStudy 2.0 in the future.
• Receive the latest information on the implementation of this new system and what will be expected of providers in getting on board with it.

Kristin Johnson, State Senior Program Manager, Background Studies Division, Minnesota Department of Human Services, St. Paul

613 - Employee Engagement: Beyond Doughnuts and Dollars
• Appreciate the critical impact employee engagement has on organizational success and its role in creating and sustaining a positive work environment.
• Identify effective strategies you can use to increase employee engagement and energize your peers.
• Discuss the factors that contribute to positively motivating employees.
FRIDAY, FEBRUARY 12, 2016

Concurrent Sessions - 10:30 a.m. – Noon

707 - Employment Law Update for Aging Services Providers
- Discuss the implications of the Fair Labor Standards Act (FLSA) to independent contractors.
- Review the Department of Labor’s proposed changes to the salary requirements for white-collar employees under the FLSA.
- Hear a general ADA update and its connection to workplace violence so you know how to react lawfully to threats.
- Receive an update on pregnancy discrimination and Minnesota’s WESA statute.

Penelope J. Phillips, Attorney, Felhaber Larson, Minneapolis

708 - The Spark Starts Here: Creating a Culture that Attracts Employees for Life
- Hear from the 2015 Excellence in the Workplace Award recipient why culture is at the center of organizational strategy, the difference between engaged employees and happy ones, and how to recruit and retain people who align with your company’s value system.
- Identify at least three building blocks for intentionally creating an exceptional culture that bubbles up from the bottom rather and tricking down from the top.
- Name three common fail points of building and maintaining a sustainable culture and the vital role leaders play in overcoming them.

Beth Nemec, Founder/Director of Sales, Lifesprk, Edina

Conference Adjourns – 12:00 Noon