

WEDNESDAY, FEB. 9 • 9:45 - 11:30 a.m.

## OPENING GENERAL SESSION, AWARDS & KEYNOTE BREAKTHROUGH TO KINDNESS!

Sponsored by **PIPER | SANDLER**

What is the single most important element we can use to elevate staff morale, engagement, and energy in serving older adults?

**Kindness.** Surprised? Don't be. Kindness is a key ingredient in building momentum toward an unstoppable culture of loyalty, teamwork, and collaboration. It's a simple yet empowering difference-maker that each of us can bring to our work with each other and those we serve.

Research reveals a stunning bottom-line impact that results from a concerted focus on elevating kindness within an organization – lower staff turnover, recruitment of more highly qualified staff, greater loyalty, higher job satisfaction, less stress, elevated teamwork, and improved customer service.

In this morning's dynamic keynote presentation, Brian Biro helps us uncover the simple secrets to developing proactive kindness within our organizational culture. Learn how to deliver kindness in the most meaningful, powerful way to create profound connections with our coworkers and those we serve, making each and every day richer and more fulfilling.

*Known as America's Breakthrough Coach, Brian Biro is an author, speaker, and teacher of leadership and team building. Brian built one of the largest private swim teams in the U.S., and received the United States Swimming National Coaching Excellence award given to the top 10 American swimming coaches. He is a former vice president of a major transportation corporation, leading a successful turnaround; and is the author of 15 books including bestseller, Beyond Success! and his new book The ROI of Kindness.*



**BRIAN BIRO**

THURSDAY, FEB. 10 • 12:30 - 2:15 p.m.

## GENERAL SESSION & AWARDS

### WORK, LAUGH, REPEAT

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HEALTH DIMENSIONS GROUP

What's so funny about serving and caring for older adults? Plenty, if you look for it.

Speaker and Chicago Tribune humor columnist Greg Schwem delves into the lighter side of our profession, the power of workplace humor, and why, as we continue to struggle with COVID related issues, it is needed more than ever.

Hear research from Harvard University that reveals how humor helps boost job satisfaction and staff retention. Learn insight from companies who used humorous campaigns to survive and thrive during the pandemic.

While not minimizing the gravity of the last several months, Greg looks at the pockets of light-heartedness and demonstrates that people can work and laugh together, even if they have different answers to the question, "What is funny?"

Restore your passion for serving others. Come ready to learn, come ready to think. And most importantly, come ready to laugh.

*Greg Schwem is a business humor speaker and humor columnist for the Chicago Tribune, and a graduate of Northwestern University's prestigious Medill School of Journalism. He is an author, TV travel host, award-winning greeting card writer, and creator of funnydadinc, one of the top Dad humor sites in 2020.*



**GREG SCHWEM**



FRIDAY, FEB. 11 • 9:45 - 11:15 a.m.

## GENERAL SESSION & AWARDS

# RESTORING MOMENTUM THROUGH STORY, LAUGHTER, AND COMMUNITY

As we close our Institute, let us reflect on the incredible journey of the last two years and the beauty and wisdom of those we serve.

Minnesota's famed storyteller Kevin Kling shares stories and reflections that help us begin to heal from the trauma of the pandemic. Al Baker, an Anishinaabe healer, once said, "One can survive anything with a sense of humor and a sense of self." Stories give us both of these. When we can laugh at something, it can no longer control us.

And so it is with our calling to serve older adults and our shared experience of loss and triumph through these many long months. Both poignant and humorous, Kling shares stories that highlight the wisdom of elders from their own lived experiences with challenging times. They – and he – will leave us grateful, inspired, uplifted, and wiser.

*Kevin Kling is a playwright and storyteller best known for his popular commentaries on National Public Radio's All Things Considered and his storytelling stage shows. Kling's autobiographical tales are as enchanting as they are true to life: hopping freight trains, getting hit by lightning, performing his banned play in Czechoslovakia, growing up in Minnesota, and eating things before knowing what they are. He has traveled extensively to speak on a variety of topics, including disability, resiliency, and diversity.*



## KEVIN KLING