



# How to Get Your Boss to Actually Listen to You

## Can Your Employees Really Speak Freely?

### TARGET AUDIENCE

- Administrators
- Assisted Living Managers
- Nurses
- Social Workers
- Other Staff

### FEES

- LifeSpan Members: \$165
- Nonmembers : \$265

### CEU — 5.0

- Administrator
- Assisted Living Manager
- Social Work

### SPEAKER

Charlene Davis, MSW  
Holly Cross Hospital

**June 27, 2019**

**9:00 am — 3:00 pm**

**Handelman Conference Center  
7090 Samuel Morse Drive, Suite 400  
Columbia, Maryland**

*Registration/breakfast: 8:30 am. Doors open at 8:15 am*

### PROGRAM

Bosses don't know everything. Even the most empathetic leaders need feedback to understand the specific challenges their employees face. Unfortunately, plenty of workers - especially those new to the workforce - don't feel safe being vocal. When they have ideas to contribute, they hesitate to share them; after all, they don't want to risk potential repercussions. Ultimately, this environment leads to erosion of communication between team members and even entire companies. People assume their suggestions won't be met by someone who appreciates their feedback, so concerns remain unspoken.

This seminar will also focus on why employees are afraid to speak up. Chances are, your employees are withholding valuable intelligence from you. No matter how open you are as a manager, research shows, many of your people are more likely to keep mum than to question initiatives or suggest new ideas at work

The way you share concern about the facility operations, the residents or another caregiver can impact how management listens. Develop strategies that will increase your change of being heard.

### OBJECTIVES

1. Describe reasons why management may not listen
2. Describe signs that your boss is not listening to you
3. Describe the most effective way for employees to articulate concerns
4. Describe ways to actually get your boss to listen to you
5. Describe why employees must speak up to thrive at work

### TOPICS

- Reason for miscommunications
- Reasons why employees must speak up
- Ways to get employees to really speak their mind
- Tactics to handle the boss that doesn't listen
- How to enhance communication with a boss who doesn't listen
- What stops employees from speaking up and what helps employees to speak up
- Techniques for getting people to actually listen to what you're saying
- How to deal with a boss who does not support his/her employees

## Continuing Education

This program is approved for 5.5 credit/contact hours.. This program is approved by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators. The Beacon is an approved provider of continuing education credits by the Office of Health Care quality for Assisted Living Managers. The Beacon Institute is an approved provider of continuing education by the Maryland Board of Social Worker Examiners and this course is approved for Category I continuing education credit for Social Workers license in Maryland.

## Registration Policies

1. Please mail or fax your registration early. Space is filled on a first served basis. Policy and deadlines for registration are the same by fax as by mail.
2. Please enclose a check or complete the credit card registration below. Faxed registrations must include credit card or purchase order information.
3. Registrations and payment must be received no later than five days prior to the workshop.
4. We reserve the right to cancel this program due to insufficient registration.

## Cancellation Policy

Refunds, minus a \$25 processing fee per registrant, will be honored if requested in writing five (5) business days prior to the date of the seminar. In the event of emergency, attendees may send substitutions in their places without prior notification. Other fees may apply.

## Inclement Weather Policy

If Howard County Public Schools are closed or opening late due to inclement weather, all seminars are **CANCELLED**. Registrants will be contacted regarding rescheduling arrangements.

## Directions to Seminar Site

**The Handelman Conference Center**  
7090 Samuel Morse Drive, Suite #400  
Columbia, Maryland 21046

### FROM INTERSTATE 95

Take the MD-175 W EXIT 41, toward Columbia. Merge onto MD-175 W/Rouse Pkwy. Turn slight right onto ramp to merge onto Columbia Gateway Dr. Follow approximately 1.5 miles to a left onto Samuel Morse Dr. *(If you reach Robert Fulton Dr. you've gone too far)*. 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. **The Conference Center is located at the rear of the building.**

### FROM ROUTE 32

Take Exit 14 for Broken Land Pkwy. Merge onto Broken Land Pkwy. Turn right onto Snowden River Parkway. Immediately after the light at Oakland Mills Rd. use the right lane to take the ramp onto Robert Fulton Drive. Follow to the end and turn right onto Columbia Gateway Dr. Take the 1st right onto Samuel Morse Dr. *(If you reach Albert Einstein Dr you've gone too far)*. 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. **The Conference Center is located at the rear of the building.**

### FROM FREDERICK and points West

Take I-70 E toward Baltimore. Continue on I-70 to merge onto US-29 S/Columbia Pike S via EXIT 87A toward Columbia/Washington. Keep left to take MD-100 E via EXIT 22 toward Glen Burnie. From MD-100 take Exit 3 for Snowden River Parkway. Immediately after the light at Oakland Mills Rd. use the right lane take the ramp to merge onto Robert Fulton Dr. Follow to the end and turn right onto Columbia Gateway Dr. Take the 1st right onto Samuel Morse Dr. *(If you reach Albert Einstein Dr. you've gone too far)*. 7090 is on the right and at the end of Samuel Morse Drive. Turn towards the office building. Follow the signs to go left around the building to the Handelman Conference Center. **The Conference Center is located at the rear of the building.**

## Registration Form

### How to Get Your Boss to Actually Listen to You

June 27, 2019

PLEASE PRINT. Copy this form for multiple registrants. Please register and return by **June 25, 2019**

Name \_\_\_\_\_ Title \_\_\_\_\_

Email (Work) **Required** \_\_\_\_\_

NH Administrator License \_\_\_\_\_ NAB CE Registry \_\_\_\_\_

Facility Name \_\_\_\_\_

Facility Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work Phone \_\_\_\_\_ Fax \_\_\_\_\_

Fee: LifeSpan Members: \$165 Non-members: \$265 **Total Amount Due \$** \_\_\_\_\_

Please mail with check payable to: **THE BEACON INSTITUTE**, 7090 Samuel Morse Dr, Suite 400, Columbia, MD 21046

Or fax with credit card information to **410.381.6061**



Name on Card \_\_\_\_\_ Account No. \_\_\_\_\_

CVV2 Security Code \_\_\_\_\_ Expiration Date \_\_\_\_\_ Signature \_\_\_\_\_

**Credit Card Billing Address** \_\_\_\_\_

**Card Holder Email Address** \_\_\_\_\_