



THE EXCEPTIONAL MANAGER

WHAT KIND OF MANAGER ARE YOU?

DATE & LOCATION

June 5, 2019

9:00 am – 3:30 pm

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

Registration & Breakfast begin at
8:30 am. Doors open at 8:15 am

TARGET AUDIENCE

- Administrators
- Assisted Living Managers
- Frontline Managers
- Department Heads/
Supervisors

CEU — 5.5

- Administrator
- Assisted Living Manager
- Social Work

FEES

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

SPEAKER

Tangie Newborn
President
Immense Business Solutions

PROGRAM

Middle/Frontline managers are the managerial glue of any organization. They are directly responsible for managing the vast majority of employees and the critical day-to-day operations. It's no secret, however, that all managers share the same common goal...to increase employee engagement, productivity and efficiency.

But, how does a manager go about increasing engagement among their staff? How do they avoid the cookie-cutter approach to managing their diverse team? What are some of the strategies needed to becoming an Exceptional Manager?

This seminar two-part, interactive workshop will help participants gain insight into their own management style while developing strategies for working with styles different from their own. We will dive into understanding behavioral differences, understanding our own unique communication strengths and weaknesses, learn how to read the work styles of different people we encounter on the job, and develop strategies for working with a diverse workforce.

The morning will focus on who is and what it takes to become an "Exceptional Manager". Participants will gain insight into what is needed to develop their own unique leadership style, how to gain respect from employees, and the core competencies Middle/Frontline managers must master to become exceptional leaders at the very first level of management and across the company's business operations and functions.

The afternoon will focus on how an "Exceptional Manager" can build a great team by learning how to effectively manage all types/kinds of personalities. Employees bring many different personalities to the workplace and managers spend hours everyday managing those personalities while juggling team performance as a result. Participants will be introduced to a model for understanding personality and communication differences, while providing clear and practical tools for an effective in the workplace.

OBJECTIVES

1. Discuss the traits and role of an exceptional manager
2. Learn how to lead with emotional intelligence
3. Learn the different types of managers and learn your management/supervisory style
4. Describes ways of becoming an exceptional manager
5. Discuss behavioral differences
6. Discover your own unique communication strengths and weaknesses.
7. Understand the strengths, needs, and potential stressors of different personality types
8. Learn how to adapt your communication style to interact with different types of people.

TOPICS

- Describes the different types of managers and management styles
- Discuss tips and things that will help you become an exceptional manager
- Understanding you as a manager/supervisor
- Traits and skills of exceptional managers
- Personality typing and the fundamentals of personality
- Understanding personality types and how they communicate
- Building a high performance team by increasing engagement and improving outcomes
- Maintaining a high performance

Continuing Education Credits

This program is sponsored by the Beacon Institute. 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 program is approved by the Office of Health Care Quality (OHCQ) for continuing education credits for assisted living managers. This program is approved by the Maryland Board of Social Worker Examiners for Category I continuing education for social workers licensed 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.

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

**Handelman Conference Center 7090 Samuel Morse Drive, Suite 400
Columbia, MD (Located at rear of Building)**

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

The Exceptional Manager

June 5, 2019

PLEASE PRINT. Copy this form for multiple registrants. Please register and return by **May 30, 2019**

Name _____ Title _____

Email (Work) **Required** _____

NH Administrator License# _____ NAB CE Registry ID# _____

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 Drive, 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 Holders Email _____