



Mid-Manager Series

Feb. 23, March 9, March 30,
April 20 & May 10, 2022
10 a.m. - 3:15 p.m. CT

www.LeadingAgeIowa.org/MidManagerSeries



This event is scheduled in a virtual, live-streaming webinar format. To meet the regulatory and education requirements, participants must stay for the entire event to receive credit. Sign-in and sign-out times, as well as attentiveness, will be verified before credit is issued. Contact [Amy Huisman](#) for details or questions.

Mid-Managers are the glue that holds our organizations together. As we have seen in the pandemic, they reach up to help senior leadership deal with new challenges and opportunities, but they are also the frontline support for staff that are extremely valuable to our communities. Mid-Managers have had to struggle with staffing shortages, and they are the ones that make things work - even when conditions are less than optimal.

How can we support them in their roles? LeadingAge Iowa is pleased to announce a new Mid-Manager series that will help mid-managers take a look at how they work and help them focus on how to be more effective in managing their jobs while also learning how to optimize their workload through enhanced skills. From discussions on leadership self-awareness and time management, to better delegation and people management, to developing better business communication skills, this series provides practical, hands-on skill building that can be applied immediately on the job. The sessions focus on skill-building and knowledge enhancement in the following areas: providing leadership in the aging services industry, gaining financial acumen, delegation and working in teams, developing and managing people, and business communications.

Presented by Susan Rucker, Managing Partner of LeadSpark LLC, this series has been taught to approximately 300 Mid-Managers in partnership with LeadingAge Virginia as well as to participants from other groups. This series has received rave reviews from attendees and is tailored to the senior living industry:

- A personalized leadership assessment.
- Pre-work and homework for each session that helps support classroom learning.
- In-class exercises and interactions to help build networks among participants.
- A group project to develop critical thinking and presentation skills.

Who Should Attend

Anyone that manages people or that is preparing to manage people in the near future can benefit from this series. Based on feedback from actual participants, those that are new to managing people as well as those that have significant experience but want to brush up on their skills will find this series valuable.

What Do People Say About This Class

LeadingAge Virginia attendees have raved about this class in the past. Following are just some of the comments:

"This class helped me to learn who I was as a manager & what my strengths and weaknesses are and what I need to work on to make me a better manager. Learning how to give and receive feedback will be very helpful"

"This class taught me how to be a leader, not just a manager – a leader is proactive, a manager is reactive."

"Important communication tips and meeting my staff where they are. Learning when communication needs to be used and which way. "

"Everything! I want to use feedback, performance management. Employee retention teaches to improve the culture of my department. Understand now how culture change can affect an organization."

Event Schedule

Mid-Manager Series Curriculum		
Targeted at those managing or about to manage people and budgets, as well as seasoned managers that need to refresh their management and leadership skills. Provides hands-on skill building and leadership concepts. Group project included.		
Wednesday, Feb. 23 at 10 a.m. – 3:15 p.m.*	Providing Leadership in Your Industry	<ul style="list-style-type: none"> • The opportunity for leadership. • The responsibility for personal growth and development. • Interpreting the leadership assessment tool.
Wednesday, March 9 at 10 a.m.– 3:15 p.m.*	Working in Teams & the Art of Delegation	<ul style="list-style-type: none"> • Understanding teams and groups. • The characteristics of health teams/unhealthy teams. • Team profiles and team success. • Delegations for outcomes and employee development.
Wednesday, March 30 at 10 a.m. – 3:15 p.m.*	Driving Accountability, Finances & Budgeting	<ul style="list-style-type: none"> • Creating accountability. • Budgeting tools, financial levers, and management implications. • KPIs and data visualization.
Wednesday, April 20 at 10 a.m. – 3:15 p.m.*	Developing & Managing People	<ul style="list-style-type: none"> • The performance cycle. • Giving and receiving feedback. • Delivering performance management messages.
Tuesday, May 10 at 10 a.m. – 3:15 p.m.*	Business Communication	<ul style="list-style-type: none"> • Effective presentations, including presentation on group project. • Appropriate modes of communication. • Planning communications.

*A 15-minute morning break, a 30-minute lunch, and a 15-minute afternoon break will be scheduled each day.

Faculty

Susan Rucker, Principal, LeadSpark LLC

Susan Rucker, Principal of LeadSpark, LLC, a consulting business for executive coaching and business strategy consulting. She is a seasoned executive with more than 30 years of progressively responsible positions managing high-performance teams and growing businesses with a focus on the health care and not-for-profit industries.

At LeadSpark, we understand that your members are in a war for talent, and they need to develop the talent they have. We help members do this through offering a leadership development opportunity sponsored by LeadingAge Iowa.

We work at the intersection of people and performance – Our goal is to equip our series participants to optimize both.

Continuing Education Information

Iowa Board of Nursing Provider #67: 4.25 contact hours for each session. Providership regulations do not allow for partial credit to be given for any portion of this program. You must attend the entire program to receive credit. No partial credit allowed. Retain your certificate for four years.

Nursing Home Administrators: 4.25 contact hours for each session. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. You must attend the entire program to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certificate for four years.

Assisted Living Managers: 4.25 contact hours for each session. This program meets the requirements for Assisted Living Leadership recertification. You must attend the entire program to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certification for 2 years.

Certified Board of Dietary Managers: 4.25 contact hours on Feb. 23 for prior approval #16692, 4.25 contact hours on March 9 for prior approval #16693, 4.25 contact hours on March 30 for prior approval #16694, 4.25 contact hours on April 20 for prior approval #16695, 4.25 contact hours on May 10 for prior approval #16696. You must attend the program in its entirety to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for six years. Log in to www.ANFPOnline.org to report your CE credit using the Prior Approval Program ID# listed above.

Social Workers: 4.25 contact hours for each session. This program is intended to meet the criteria established by the Iowa Board of Social Work Examiners. You must attend the entire program to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program materials. Retain your certificate for four years.

Human Resources: 4.25 contact hours for each session. All sessions may qualify for human resource managers CEs. You will need to submit your certificate of attendance and program material for CE credit. You must attend the entire program to receive credit. No partial credit allowed. Retain your certificate for four years.

For other long-term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact [Amy Huisman](mailto:Amy.Huisman@LeadingAgeIowa.org) in advance for assistance.

Registration & Other Information

Enrollment is limited to 30 attendees, so register early to ensure your seat!

Register at www.LeadingAgeIowa.org/MidManagerSeries.

LeadingAge Iowa Provider Member	
Early Bird Individual Rate – Extended to Jan. 24	\$850
Regular Individual Rate	\$950
Prospective Provider Rate	
Individual Rate	\$1,500

What's Included

Registration fees include participation and CE credit for one person. A registration link belongs to one individual to access the event for each session. Link sharing and registration splitting is not allowed.

System Requirements

Each participant must have a computer equipped with a video camera and speakers to allow active participation in the classes. Sessions are not recorded.

Handouts

All handouts will be available electronically.

Cancellation/Refund Policy

Registration deadline for the series is Feb. 9, 2022. No-shows will be billed. No refunds for failure to log-in at the time of the event. Substitutions welcome via email prior to Feb. 18. All cancellation and substitution requests must be emailed to Amy Huisman (ahuisman@LeadingAgeIowa.org). A full refund will be given to all cancellation requests received by Feb. 9. A \$75 administrative fee will be charged to all cancellations received Feb. 10-16. No refunds will be granted for cancellation requests received on Feb. 17 or after. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment in which case pre-registered participants will be notified and full refunds provided.

Split/Share Policy

Splitting or sharing a registration is not permitted. Registrations are to be used by the same person for the entire event even if the person is able to attend only part of the program or conference. Only one user login can be used to sign on to a device at one time (laptops or desktop computers strongly recommended).

Virtual Programs Code of Conduct

The world of virtual learning is changing how we interact with each other – and our goal is to create a positive, safe and welcoming environment for all program participants. All are expected to abide by our Virtual Programs Code of Conduct. Go to www.LeadingAgeIowa.org/VPCodeofConduct to view the LAI Virtual Programs Code of Conduct.

Photographs, Video & Intellectual Property

Registration and attendance at, or participation in, LeadingAge Iowa virtual meetings and other activities constitutes an agreement by the participant for LeadingAge Iowa to use and distribute (both now and in the future) the participant's image, voice or text in photographs, videotapes, electronic reproductions and audiotapes of such events/activities. No personal video or audio recordings are allowed. Presentations, images and text chats are the intellectual property of the speaker, and participants are not permitted to record them or share the images or text chats for personal or business use.

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