



MASSACHUSETTS
SENIOR CARE
ASSOCIATION

Popular Speaker Returns – Don't Miss Del Gilbert!

The 7 Senses of Employee Engagement

Tuesday, April 25, 2017
Mass Senior Care Office, Waltham
9:00 a.m.— 3:00 p.m.
(Registration begins at 8:30 a.m.)

Currently, 1 in 7 nursing staff positions are vacant in skilled nursing facilities throughout Massachusetts. Attracting and retaining staff is the most significant challenge facing long term care providers and labor shortages are expected to increase in the next 10 years.

Companies have in their power the opportunity to create an environment where employees find their work meaningful and want to stay with the organization. In this session, Del Gilbert will provide clear and practical strategies to increase employee enthusiasm and commitment. You will walk away from this session equipped and energized to create a culture of excellence at your workplace.

This highly interactive workshop, incorporating case studies, demonstrations and practice sessions, will be packed with practical tools and strategies to help you reduce turnover and maintain high levels of staff satisfaction.

This program is specifically designed for those in a leadership role, including Administrators, HR Directors, and Corporate and Regional staff. Space is limited, so register now!

Objectives

At the conclusion of this program participants will:

- Understand the key difference between employee satisfaction and employee engagement;
- Identify the three levels of employee engagement, and
- Determine the seven senses of employee engagement.

Speaker

Del Gilbert is the owner of Accelerating Excellence. He is the former Chief Learning Officer at St. Joseph Hospital in Nashua, NH where he was responsible for management training and patient satisfaction. With over 25 years of leadership experience in the healthcare field, Del is a highly effective and popular speaker, who delivers nearly 100 workshops and presentations annually. He holds a Bachelor of Arts in Psychology, a Masters of Business Administration, and is a Certified Leadership Coach and a Certified Master Trainer.

Name _____ Title _____ Email Address (required) _____

Facility: _____ **Phone:** _____

Address: _____

City, State, Zip: _____

Credit Card: MasterCard Visa AMEX

Account Number: _____ **Exp. Date:** _____

CID Code: _____ **Name on Card:** _____

Billing Address (if different than above): _____

Please make checks payable to & mail to:

Amount Paid: \$ _____

Massachusetts Senior Care Association

800 South Street, Suite 280

Waltham, MA 02453

Telephone: 617-558-0202 Fax: 617-558-3546

***Registration Fee must be paid by the day of the seminar;
registrations not canceled within 24 hours prior will be billed
the full seminar price.**

Fee – Includes lunch and all materials

\$175 for Mass Senior Care Members

\$275 for Non-Members

CEUs: 5.5 - The Massachusetts Senior Care Association has qualified for “deemed status #NH-09015-007” from the Board of Registration of Nursing Home Administrators for **Administrators**. This program also meets continuing education requirements for **Nurses** in Massachusetts. *All will receive certificate of attendance.*

Directions

Massachusetts Senior Care Association

800 South Street, Suite 280

Watermill Center

Waltham, MA 02453

From the North: Take I-95S, take Exit 24, MA-30W. Stay to the left on the off ramp, following the ramp to the first set of lights. Continue through the stop light (following the signs for Brandeis University) onto River Road. Follow River Road, which turns into South Street, for 0.9 miles to Watermill Center, which will be on the right hand side of South Street.

From the South: Take I-95N to Exit 23-24-25, Route 30 / Mass Pike. Stay to the left on the off ramp for approximately ½ mile and then bear right onto the ramp for Exit 24, Route 30. At the top of the ramp, take a left onto MA-30 West and continue 0.1 miles to the traffic light and turn right onto River Road. Follow River Road, which turns into South Street, for 0.9 miles to Watermill Center, which will be on the right hand side of South Street.

From the West: Take I-90E to Exit 14 (Route 128/195). Stay left after the toll booth, following signs to “NH – Maine / Points North”. Continue on the ramp as it circles around and follow signs to Exit 24, Route 30. At the end of the ramp on the top of a small hill, take a left onto MA-30 West and continue 0.1 miles to the traffic light and turn right onto River Road. Follow River Road, which turns into South Street, for 0.9 miles, Watermill Center will be on the right.

Parking: Use the parking garage to the left of the building. Take a left in the garage to access the upper levels. There are ample handicapped parking spaces located directly in front of the building’s main entrance. Please do not park in marked reserved spaces.