



Leadership 101: Empathy & Boundaries

8/20/2024 (Western KY), 8/28/2024 (Lexington), or 8/29/2024 (Louisville)

Locations TBD

Cost is \$80 each for KSLA members or \$120 each for Non-KSLA members

4.0 Continuing Education Units Have Been Applied For / 4.8 Contact Hours Available

Registration Deadline: Friday, August 16, 2024

Workshop Summary

In this workshop, learners will discover who their key employees are; how to recognize, develop and use empathy in team building; an overview of Leadership EQ (Emotional Intelligence/Quotient); and how to set positive and achievable boundaries in the workplace.

Target Audience & Prerequisites

The target audience for this workshop is new and emerging leaders in the senior-living space; or leaders who would like to refresh their perspectives on empathy and boundaries.

Learner Outcomes/Objectives

Take-aways from this workshop will be:

Defining, Recognizing, Building & Using Empathy
Overview of Leadership EQ (Emotional Intelligence/Quotient)
Setting Positive & Achievable Boundaries

And 3 activities that can be taken back to the workplace to engage team members:

1. Empathy Self-Assessment
2. Active Listening & Communication Activity
3. Setting Boundaries Activity

Workshop Agenda

10:00 a.m. Introduction – Key Concepts (.25hr)

10:15 a.m. Who is the Senior Living Caregiver? – Activity (.5 hr)

1. Define the employees who typically work in the SL environment.

10:45 a.m. Empathy in Leadership (1hr)

1. What is Empathy? – Definition & Importance of Empathy
 - a. Empathy Self-Assessment Activity
2. Understanding & Developing Empathy Skills
 - a. Perspective Taking
 - b. Removing Judgement
 - c. Recognizing Emotions & Feelings



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- d. Communicating Your Understanding
- 3. How Empathy Builds Employee Engagement
 - a. Trust
 - b. Collaboration
 - c. Genuine Interest & Curiosity
 - d. Humble Inquiry

11:45 a.m. Surround your empathy with Leadership Emotional Intelligence (EQ) (.75 hr)

- 1. Active Listening Skills
- 2. Adaptive Yet Clear Communication
 - a. Active Listening & Communication Activity
- 3. Self-Awareness & Self-Regulation
- 4. Motivation through Appreciation & support

12:30 p.m. Lunch Break (.5 hr)

1 p.m. Setting Positive & Achievable Boundaries (.75hr)

- 1. Set Clear Expectations
- 2. Maintain Consistency
- 3. Lead by Example
- 4. Provide Regular Check-Ins
- 5. Address Boundary Violations Promptly
 - a. Empathy + Boundaries Activity

1:45 p.m. Q&A (.5 hr)

2:15 p.m. Feedback Survey (.25hr)

2:30 p.m. Workshop Adjourns

Requirements for Successful Completion

- ◆ Active participation in the entire session
- ◆ Completion and return of course evaluation



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Fee & Refund Policy

- ◆ The fee is \$80 per KSLA member or \$120 per non-KSLA member.
- ◆ Fees are payable via check or credit card, and paid in advance.
- ◆ Participants should register via the KSLA website at <https://kentuckyseniorliving.org/education/>
- ◆ To receive a refund, the registrant must notify KSLA in writing (via e-mail or U.S. mail) of his/her inability to attend the workshop no less than five business days prior to the workshop. KSLA will refund the registrant's entire fee via check within two weeks of this notification.

Your Presenter

Cris Thompson has served as a Senior Living Executive Director, and is the owner of CST Navigation, a business consulting services company that marks the culmination of 20 years of industrial & senior-living experience. She created CST Navigation to channel her wealth of knowledge and expertise towards specializing in areas that Senior Living Providers need to build highly efficient teams! Cris knows there's no "One-Size Fits All" solution for all communities and leads workshops on leadership development, workforce development, and sales & marketing. Cris also offers consulting services on change management, everyday operations for senior living providers, and support for new startups. Every workshop she leads or consulting service she performs is tailored specifically to the needs of the provider.

To learn more about Cris and CST Navigation, visit her [website](#), connect with her on [LinkedIn](#), and subscribe to her [YouTube channel](#)! You can also email, call or text Cris directly at Cris@CSTNavigation.com or 859-200-6524.

Teaching Methods

Interactive, Presentation (PPT) + Handouts

The workshop will begin at 10 a.m. and conclude at 2:30 p.m. There will be a half hour for lunch (lunch is included in your registration fee).

Other Notes

- ◆ The registration deadline is Friday, August 16, 2024
- ◆ Please advise KSLA of any dietary restrictions when you register.
- ◆ You may register via the KSLA website at <https://kentuckyseniorliving.org/education/>
- ◆ Questions? Contact Rebecca at 502.938.5102