

# LEAP for Senior Living

(3 part webinar series)

3 session series - \$250 per participant

Individual webinar - \$95 per participant



**LEAP for Senior Living** offers a unique interdisciplinary approach which empowers staff to partner with residents in creating a person-directed culture. The webinars focus on creating cultural diversity and cultural sensitivity in the workplace; developing strategies for effective communication across the work teams and using teamwork and mentoring to provide quality of service to residents.

## Fostering Collaboration in a Culturally Diverse Workplace

Greater understanding of cultural/ethnic diversity leads to greater collaboration and improved cultural sensitivity with residents and among staff. It decreases conflict and improves morale, teamwork, and staff retention.

Key components include:

- Cultural/ethnic demographics of the older population in America
- The need for increased cultural sensitivity/cultural competence in the workplace
- Reducing the frustration that results from not understanding different cultural perspectives
- Evaluating levels of cultural sensitivity/cultural competence within your own organizations

## Eliminating Communication Barriers in the Senior Living

Effective communication fosters respect across an organization and promotes effective teamwork. Communication barriers can include cross-cultural, cross-generational, and cross-occupational communication.

Key components include:

- The precepts of effective verbal and non-verbal communications
- Communication across ethnic, generational, and occupational groups

## Leading/Mentoring effective Cross-Functional Teams

Good leadership and mentoring are key to building the strong, effective teams essential to providing quality service to residents.

Key components include:

- Developing effective cross-functional teams
- Improving understanding of responsibilities of coworkers both within and outside their departments
- Improving the way employees work together to achieve results

All series participants receive LEAP for Senior Living guide and toolkit  
Continuing Education: one contact hour per webinar (three for the series) for NHAs and SWs