



Educational Programs for Seniors and Those Who Care for Them

Dear Event Planner:

At a Mind for All Seasons®, we believe lifelong learning is the key to unlocking solutions to some of life's most vexing problems. The more completely we understand people and situations, the greater our capacity is to serve them. We offer a variety of engaging and innovative presentations that are designed to help both professionals and laypersons see the world and those they serve in new ways.

All programs are presented by Eric Collett, Principal and CEO of A Mind For All Seasons, LLC. Eric is a licensed assisted living administrator who has been working with seniors living with dementia and their families since 2000. A passionate educator, Eric spends his days as a consultant to hospitals, assisted living and skilled nursing facilities, home health, hospice and PCS agencies and families caring for persons living with dementia. Eric also teaches at Boise State University and the College of Western Idaho. Eric graduated summa cum laude from the University of Utah with a degree in interpersonal communication, a minor in psychology and extensive training in music. His passion for learning and unique background allow Eric to reach audiences in powerful ways that help them think differently.

As one attendee put it, "Just finished 2 AMAZING days filled with information at the Missouri Health Care Association conference with Eric Collett. More people need to be listening. I would recommend A Mind For All Seasons and I look forward to implementing his teaching and teaching others to do the same. Outstanding. Thank you, Eric for your amazing vision."

For pricing, availability, questions and scheduling, please contact A Mind For All Seasons at 208-378-2860 or via email at eric@amindforallseasons.com.

Programs Available Include:

- **Mastering the Art of Dementia Care (6.5 hour workshop but can be broken into shorter segments)**- This comprehensive course, usually taught as an all-day workshop, helps participants learn to see the world from the perspective of someone living with dementia and trains participants in a set of approaches and techniques to help them communicate effectively with those living with dementia. The course also explores leadership tools to help attendees take what they learn back to their teams and implement it. Participants will learn:
 - The VITAL 5 Pillars™ of Effective Dementia Care
 - New advances in our understanding of Alzheimer's
 - Non-pharmacological techniques to influence behavior
 - Ways to help those you serve have a sense of purpose
 - How to make bathing, dressing, toileting and medication assistance a more positive experience
 - How to create effective physical environments
 - Innovative leadership and staff development practices

- **Is it a Marriage Made in Heaven? Enhancing The Administrator & DNS Relationship (1.5-2 hours)**

Every administrator learns that a great DNS is vital to the success of the organization. Every Director of Nursing Services knows that a great administrator is essential. Sometimes navigating the interpersonal complexities of the Admin-DNS relationship are as challenging as a marriage. This engaging presentation leverages interpersonal and family communication research to shed new light on keys to strengthening the crucial partnership that Administrators and Directors of Nursing must forge to successfully cut turnover, improve care and avoid burnout in their communities. Participants will learn through relatable stories, role plays, and exercises that help them connect the main ideas to their everyday work experiences. Areas of focus include:

- Factors that strongly influence relational success or failure
- Why conflict is the most important ingredient of a successful team
- 3 secrets to hiring well
- Why compromise might be the worst thing you can do in relationships
- 4 Signs of a troubled relationship and what to do about them

...and much more!

- **Simplify to Magnify (45-60 minute closing keynote)**
Many of us leave conferences filled with good ideas, inspiration and excitement, but fail to translate much of what we gained into meaningful change. This insightful closing keynote will help participants discover the one thing they must do to leverage the

power of the knowledge gained at this conference. Participants will also learn how to turn the one thing they must do into a habit so greater success becomes a routine.

Learning objectives include:

- Identify the one change you will make as a result of what you learned at the conference
- Describe how habits are formed and changed
- Develop a plan to turn the one thing you need to change in your work and life into a new habit

- **Three Secrets to Boosting Occupancy in Any Market (1.5 hours)**

The pressure to continually achieve and maintain high occupancy rates in the context of a very competitive and highly regulated industry is a recipe for burnout for many people working in assisted living, skilled nursing and ICF settings. Wouldn't it be nice if there was a proven pattern that would allow organizations to attract and retain more residents? There is! Based on the best of social science research, business case studies and industry experience, this insightful keynote will outline the steps you can take to develop the kind of organization customers will line up to support.

Participants will learn:

- What really drives high occupancy
- A highly impactful but rarely used staff training technique
- A proven framework for communicating with customers that engages and motivates them
- How to stand out in the 'sea of sameness'

- **Recruiting, Training & Retaining and Emotionally Intelligent Team (6.5 hour workshop)**

When asked about the biggest challenges in their organization, most people put communication at the top of the list. Success in the modern economy depends on a high degree of emotional intelligence, yet many people have very little formal training in the

dynamics of interpersonal and group communication. This comprehensive workshop helps participants develop:

- Skills to better understand oneself
- Increased ability to influence others
- Tools to help teams handle the stress of surveys in an emotionally intelligent manner
- Insight to ask better questions
- Ability to use a specific type of cognitive behavioral therapy to effectively manage stress and anxiety
- Understanding of how people and teams unwittingly participate in destructive cycles of collusion
- Specific habits and practices that help teams experience a greater sense of control

- **Programming with SPICE (6 hour workshop but can be broken into shorter segments)**

Meaningful activity programming does more than anything else we do in long-term care to ensure that residents maintain their identity instead of being lost in a sea of rules, regulations, policies and tasks. Programming with SPICE is an intensive, engaging and comprehensive all-day workshop that allows attendees to take a deep dive into how to create a program curriculum that sets the standard others are judged by. This engaging workshop will help participants discover:

- The VITAL 5 Pillars™ of effective interaction
- How and why meaningful programming is the keystone of operational effectiveness
- Ideas, strategies and techniques to help participants supercharge their activities
- Tools to get the rest of the team on board with new ideas
- Insights regarding budgetary challenges and how to overcome them
- A structured chance to collaborate with other activity professionals

- **Drive Census, Cut Turnover and Reduce Stress By Becoming the Communicator Your Customers Deserve (3 hours)**

Maintaining occupancy, cutting staff turnover and dealing with the stresses of a highly regulated industry are three of the biggest challenges every healthcare team faces. Many people diligently striving to excel find it easy to get caught up on external factors like rules, regulations and marketplace conditions without realizing that customer experience is the biggest driver of success. This insightful presentation will help attendees learn strategies to:

- Transform relationships by learning to lead effectively
- Understand the secret to maintaining 100% occupancy
- Use the VITAL 5 Pillars of Effective Interaction
- Define your workplace culture
- Create a memorable customer experience

- **Activity Programming: The Keystone of Operational Effectiveness (2 hours)**

For most of long-term care history, the activity department in many facilities has been treated as a necessary but less important part of the organizational structure- a way to keep residents occupied while professionals go about the challenging tasks of finding new residents, moving them in and assisting them with medication, food, ADLs, managing chronic illnesses and other physical needs. This engaging presentation, designed for administrators, marketing directors, and nurses as well as activity directors, will turn such thinking on its head and help participants understand

- How a truly effective activity program drives high occupancy and marketing efforts
- Ways programming can be used to increase both staff and resident retention
- How programming does more to communicate what you believe and value than any other aspect of the organization
- How to overcome “departmentalized” thinking
- How to avoid the “task trap”
- Ways to leverage great programming that leads to better survey outcomes

- Ways the industry can and should set our own measures of success rather than relying on surveys and rules to set the bar

- **Programming with Purpose: How to Supercharge Your Activities (2 hours)**

Many activity directors love their work and the residents they serve but feel the calendar is getting a bit stale. Some struggle to create high-level social experiences within low-level budget constraints. This inspiring presentation will help activity professionals and those who support them discover new ways of thinking about their role in the organization. Participants will learn

- Different ways of defining “activities”
- Why and how a great activity program is the keystone to the entire organization’s success
- How to leverage the strengths of the entire organization to offer more to residents without adding more to the bottom line
- How to overcome “departmentalized” thinking
- How to avoid the “task trap”
- How to use the activity department to fuel high occupancy
- How to develop a curriculum of active, engaging programs rather than passive activities that keep resident busy but unfulfilled

Participants will also learn about and hear examples of specific programs they can begin implementing right away to enhance their calendars.

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- **Goal Management vs. Time Management (1.5-2 hours)**

For years, people have been trying to find creative ways to get more done in less time. While good planning and execution is essential, there are still only 24-hours in a day. This presentation will help you quit worrying about getting it all done and start focusing on getting the right things done to move your organization and your life forward. You will discover:

- Proven methods to cut through the clutter and distractions in your life

- Strategies for minimizing the impact of the subconscious drives that often thwart progress
 - Systems to leverage your strengths and minimize the impact of your weaknesses.
- **The VITAL 5 Pillars of Effective Dementia Care (1-2 hours)**
 Meaningful Interaction with persons who are living with dementia requires an understanding of how they experience the world and how to communicate in ways that make sense to them. This presentation gives participants five crucial elements that lead to successful interactions.
- **Positively Influencing the Behavior of Residents Living with Dementia: A Merger of Art & Science (1.5-2 hours)**
 One of the most challenging things teams working in long-term care must do is find ways to respond to residents living with dementia whose behavior is out-of-character and disruptive to others. Although psychotropic medications should be the last resort, many facilities still struggle to find alternative methods that consistently work. This insightful presentation will explore root causes of behavioral expressions, non-pharmacological interventions that work, and approaches that help residents function better physically and interpersonally so out-of-character responses are less likely to occur. Participants will learn:
 - How the latest dementia research is changing our understanding of dementing illnesses like Alzheimer's and Parkinson's
 - How visual and auditory processing deficits affect behavior
 - Potential root causes of frequent crying, angry outbursts, agitated behavior, refusing care and other challenging situations.
 - Non-pharmacological interventions that may help a resident function better physically and cognitively
 - And much more...
- **Avoiding the Task Trap (1-1.5 hours)**
 The biggest roadblock to person-centered care is the tendency to focus on tasks rather than people. This presentation helps care partners understand ways that task-focused thinking makes their job harder, allows them to recognize ways they may be acting in a task-focused manner, and helps them understand how to change their behavior and approaches to form genuine connections with those they serve.
- **What is She Trying to Tell Me? Understanding Behavior as Communication (1-2 hours)**
 Humans cannot avoid communicating and everything we do communicates with those around us. Most of what gets labeled as bad behavior from persons living with dementia is nothing more than an attempt to communicate. This program helps participants develop greater skill in understanding what those they serve are trying to say and how to respond. Objectives include:

- Develop greater understanding of the role of environment and context as influencers of behavior.
 - Recognize how declining cognitive functioning affects an individual's perception and sensemaking abilities.
 - Learn strategies to be a better detective and figure out what is driving a person's behavior.
- **Effective Programming: A Hidden Secret to Higher Occupancy (1.5 hours)**
 Ensuring high occupancy rates is one of the key objectives of any healthcare leader and his or her team. Too often, businesses try to manipulate external factors instead of leveraging the power of customer experience. This insightful presentation sheds a new light on activity programming by identifying how a great program naturally influences the factors that truly drive occupancy. You will learn:
 - The difference between market-centric decision making and customer-centric decision making.
 - The factors that drive customer decisions.
 - How programming can positively or negatively affect customer experience.
 - Ideas to take community programming to new levels to meet the demands of a growing baby-boomer customer base.
- **Assisting Persons Living With Dementia in The Bathroom: Toileting & Bathing Techniques (1 hour)**
 Assisting with personal care can be one of the most challenging opportunities care partners have. This program will help participants develop different ways of approaching toileting and bathing to help those they serve more readily accept assistance.
- **Understanding How Environment Affects The Behavior of Persons Living with Dementia (60 min)**
 Many care partners do not recognize the extent to which environment affects the behavior of those living with dementia. This presentation will help participants recognize the important role environment plays.
- **Designing Better Spaces For Persons Living with Dementia (1-2 hours)**
 The physical space persons living with dementia find themselves in has a substantial effect on how they experience the world. This program helps participants learn design elements that make the most difference for persons living with dementia.
- **Learning to Be In The Moment (1 hour)**
 Many people living with dementia are only able to remember the immediate present and the distant past. This means they experience life in a very different manner than those without dementia. This program helps attendees learn how to better think like someone living with dementia so they can more fully connect with those they serve.

- **Accommodating Visual & Language Deficits in Persons Living with Dementia (1 hour)**
 The visual and language deficits many people living with dementia experience are often overlooked factors in explaining why they do what they do. This presentation explores how visual and language abilities change and techniques for accommodating those changes.
- **Understanding Feelings as a Physical Phenomenon (30-60 minutes)**
 Feelings occur because our life experiences get filtered through our beliefs, attitudes, knowledge and prior experience, resulting in complex neurochemical experiences called feelings. Humans often try to talk one another out of what they are feeling, but this is frequently ineffective and frustrating. This program will help participants understand feelings in a different light and learn key ways of helping others regulate what they are feeling.
- **Effectively Using Validation Techniques (1 hour)**
 Many care partners have heard about validation but do not know how to practically apply this strategy. This presentation uses real-world case studies and role playing to help participants learn and practice validation techniques.
- **Evaluating Persons Living with Dementia (1 hour)**
 A thorough evaluation, including cognitive testing, can be an essential tool for understanding how an individual living with dementia experiences the world. This presentation helps participants understand how to craft a personalized evaluation and how to use insights gained through the evaluation process.
- **Understanding Different Types of Dementia (1 hour)**- Learn how different types of dementia affect a person's behavior so you can recognize cases of dementia that are often misperceived as simply bad behavior.
- **Unstoppable Teams: Improving Communication, Connection and Effectiveness (1-1.5 hours)**
 Great teams do not just happen; they are the result of leaders who consciously cultivate excellence and empower those they lead to live up to their fullest potential. This presentation explores how great leaders think and act, how to foster an atmosphere of collaboration and unity, how to manage time and creative tools for hiring great people.
- **Marketing to Seniors and Their Families (1-2 hours)**
 This presentation helps participants learn proven techniques and practices to better connect with seniors, gain their trust and grow thriving businesses that are driven by positive direct referrals.
- **Creating a World-Class Customer Experience (1-1.5 hours)**

Healthcare is about serving people, often during some of the most challenging times in their lives. This presentation helps participants learn the skills that allow them to genuinely connect with those they serve, learn how to anticipate concerns and address them before they become complaints, and create the kind of world-class customer service experience that builds trust and drives loyalty.

- **The Psychological Impact of Losing Independence (1.5 hours)**

Many people lose independence to one degree or another because of aging, mental health conditions, and other health-related challenges. This presentation helps participants understand the psychological impact loss of independence has on the individual and his or her family members. Participants will explore the difficulties associated with making the shift from being a child or other family member to becoming the agent acting on behalf of another individual. A decision tree model to help agents balance the need to act for another with the need to help the other maintain independence is presented.

