



Webinar: Building Powerful Teams to Create Excellent

Resident Care (#W39)

1.25 NAB CEU's Available

Presented by Edward Leigh

When: Tuesday, December 17, 2019

Time: 10:00 AM – 11:15 AM CST

Cost: \$55 Member / \$110 Non-Member

Presentation Objectives

1. Analyze the benefits of top-performing teams to enhance resident care.
2. List the steps in building superior teams.
3. Applying methods of handling conflict among team members.

Presentation Description

Dysfunctional teams put residents at risk. Excellent resident care depends on the ability of people to work effectively as a team. The safety of residents is directly correlated with team efficiency. This engaging and high-content session will provide the tools to understand the vital steps of the team-building process. The session focuses on these key areas: a clear understanding of each individual's responsibilities in the team; keeping the team motivated; and handling team conflict. By attending this session, you will learn powerful strategies to create high-performing teams that lead to superior and safe resident care.

Presenter Bio

Edward Leigh focuses on creating high-performing long-term care environments, primarily focusing on effective communication between employees and with residents / patients. He has been working in the long-term care field for 20 plus years. He also works with rehab centers, hospitals, healthcare associations, medical practices, government organizations and universities. He has a master's degree in health education and recently completed the soon-to-be-published book, *Engaging Your Patients*. He has also written hundreds of articles for various healthcare publications. His expertise put him in the national spotlight through interviews on The Today Show, MSNBC News, The Discovery Channel and can currently be seen on The Oprah Winfrey Network. He has been interviewed by Katie Couric and Montel Williams.

CEU's: This program has been approved for Continuing Education for 1.25 total participant hours by NAB/NCERS – approval #20201216-1.25-A57313-DL. Only those attending the entire call will be awarded education credit. Only one person may receive CE credit per registration.

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