



WALA MANAGEMENT ESSENTIALS

COURSE CATALOG 2025

WALA

WISCONSIN ASSISTED LIVING ASSOCIATION

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WALA MANAGEMENT ESSENTIALS COURSE CATALOG 2025



The Wisconsin Assisted Living Association (WALA) has partnered with educational experts to provide management-related courses specific for the assisted living profession. Our course offerings extend to experienced managers, newer managers, and those looking to someday become managers.

The courses you've been looking for - where and when you need them.

We are hopeful this educational initiative will help alleviate the workforce crisis and help assisted living providers better recruit and retain employees.

Our course content has been compiled by a variety of highly qualified experts who bring their experience and knowledge to fill some of the employment knowledge gaps along with the creation of a roadmap to success. These courses will highlight the assisted living profession, offer a number of highly valuable career paths, and provide you with the tools to promote your organization. Our selection of curated courses offers a variety of duration times and learning formats for a diversity of experience levels, all designed to adapt to working professionals with busy lifestyles.

Classes will be available starting in 2025. You will obtain valuable new skills and benefit from networking opportunities with your peers.

With our ever-growing catalog, you'll find an option that meets your busy schedule and budget - whether you are looking for a refresher or to take that first step in creating a successful career in the assisted living profession.

We would be happy to coordinate on-site classes at your community tailored to your employment needs. Please contact us to obtain more details.

ENHANCING LEADERSHIP SKILLS



LEADERSKILLS 101 FOR FUTURE LEADERS

3 hours

Are you interested in pursuing a career in leadership, but aren't sure where to start? Welcome to LeaderSkills 101! This workshop is designed for non-leaders interested in applying for a leadership position and will cover high-level overviews of basic leadership skills from a beginner perspective. Discussion and practice topics include delivering critical feedback, creating a workplace culture of respect, setting professional boundaries and, most importantly, a deep dive into why you want to be a leader.

Key takeaways include:

- Understand the basic skills needed to succeed as a leader

Key audience:

- Non-leaders interested in pursuing a career in leadership

CUSTOMER SERVICE IN ASSISTED LIVING: MOVING FROM COURTESY TO COMPASSION

3 hours

Good customer service skills are essential to enhancing the quality of life for both customers and employees. In assisted living, service excellence requires a mindset and interpersonal skills that will create a caring and compassionate environment in which people can experience a full and meaningful life. During this course, participants will practice communication techniques that will encourage cooperation from residents, visitors, and fellow employees.

Key takeaways include:

- Make your customers feel important and appreciated
- Become a master in the art of listening
- Eliminate negative situations without leaving emotional scars
- Say "no" and be firm without causing hard feelings
- Reduce stress and turnover on the job

Key audience:

- Anyone in a leadership role

THE 4 "C'S" OF LEADERSHIP - COMMUNICATION

2 hours

Communication is the primary building block upon which all leadership training needs to be based. What good is a stellar leader without a great way to convey the message?

Key takeaways include:

- How to communicate in ways that others understand
- How to improve your connecting skills - seek first to understand, then to be understood
- How to communicate with your body language
- How to find the blind spots in your communication skills

Key audience:

- Managers
- Senior leadership

For the highest level of success and value, The 4 "C's" of Leadership will also be offered as a module.

THE 4 "C'S" OF LEADERSHIP - COACHING

2 hours

A leader must coach and build a team that can work together. Without this, the team cannot function.

Key takeaways include:

- What coaching really is
- Why coaching is so important today (we can deliver more than five times the original investment in our coaching if done properly)
- How to discover what kind of leader each member in the group is with a simple quiz
- The differences between the coach and the manager

Key audience:

- Managers
- Senior leadership

THE 4 "C'S" OF LEADERSHIP - CONFLICT RESOLUTION

2 hours

Conflict is a given in any business. How you resolve it reflects the leadership skills you have gained.

Key takeaways include:

- Reviewing the cost of conflict in the workplace
- Learn about the two types of conflict (positive conflict can actually help a team)
- How to understand why conflicts arise in the first place and what to do about it
- How to establish a conflict resolution process

Key audience:

- Managers
- Senior leadership

THE 4 "C'S" OF LEADERSHIP - COLLABORATION

2 hours

The particulars of collaboration will be discussed.

Key takeaways include:

- Five ways that collaboration benefits the workplace and how leaders can create a collaboration attitude
- Maslow's hierarchy of needs applied to employee engagement - how leaders can move people up the hierarchy effectively

Key audience:

- Managers
- Senior leadership



EMPLOYEE TO MANAGER TO LEADER

1 hour

Essential for New Leaders

This course is aimed to help employees transition from working alongside their peers to supervising and leading them. It will provide growth and development tools and self-analysis as students begin to find their individual leadership style.

Key takeaways include:

- Introduction to leadership styles
- How to effectively manage employees
- How to transition from colleague to boss
- How to set boundaries and expectations

Key audience:

- New managers (6 months to 1 year)

CONFLICT RESOLUTION

1 hour

Essential for New Leaders

Learn how to manage and resolve conflict in a healthy way that yields more trust and collaboration with employees, peers, and supervisors.

Key takeaways include:

- How to prepare for challenging conversations
- How to have challenging conversations
- How to navigate conflict in a healthy way that drives results

Key audience:

- Anyone in a leadership role

ROOT CAUSE ANALYSIS

1 hour

Take a deep dive into problem solving. Learn and understand why root cause analysis is critical to the long-term success of any individual leader and organization.

Key takeaways include:

- How to complete a root cause analysis
- How to implement solutions to root causes
- How to measure solutions and ensure resolution has occurred

Key audience:

- Any level of management
- Individuals involved in quality improvement

CLIFTON STRENGTHS FINDER

3 hours

Clifton StrengthsFinder measures the intensity of your talents with 34 Clifton Strengths. By doing this assessment and workshop, you will learn your top five strengths and what you do best. You will also learn what your team members are good at so everyone can spend more time doing the things that leverage their strengths. By living in the lens of other's perspectives, you will learn to understand what is important in other team members and how they operate.

Key takeaways include:

- How to raise your self awareness
- How to help your work be more meaningful
- How to raise team awareness and engagement

Key audience:

- Managers
- Team leads

HOW TO UNDERSTAND OUR WORKING GENIUS

3 hours

We all have natural talents. In this course, you will learn about your true geniuses/gifts and your working competencies. You will also learn about your working frustrations - the things that diminish your energy at work.

Key takeaways include:

- How to schedule your work and tackle competencies or frustrations
- How to lean on team members to help in areas outside your genius
- How to build a strong team in which everyone flexes their genius and become more efficient, effective, and satisfied at work
- How to identify ways in which you can more effectively lean into your geniuses/strengths and do less in your working frustrations

Key audience:

- Managers
- Team leads

NAVIGATING WORKPLACE STRESS: STRATEGIES FOR RESILIENCE AND WELL-BEING

2 hours

Join us for an insightful discussion on managing your stress in the workplace. Explore practical techniques to identify and mitigate stressors, promote mental health awareness, and foster a supportive work environment.

Key takeaways include:

- Effective coping mechanisms and resilience-building strategies
- Ability to enhance productivity and employee satisfaction

Key audience:

- Leaders of all levels

For the highest level of success and value, these classes will be offered in two modules.

THE ROLE OF EMOTIONAL INTELLIGENCE IN LEADERSHIP

2 hours

In this session, we will explore how emotional intelligence contributes to effective leadership. We will discuss key components such as self-awareness, empathy, and emotional regulation, and provide examples of leaders who have successfully used these skills to inspire and guide their teams. We will also analyze the impact of emotional intelligence on decision-making, conflict resolution, and team cohesion within the assisted living space.

Key takeaways include:

- Better understanding of emotional intelligence

Key audience:

- Leaders of all levels



NAVIGATING BLIND SPOTS IN BUSINESS: UNCOVERING HIDDEN RISKS AND OPPORTUNITIES

2 hours

In this insightful session, explore the often-overlooked blind spots in business that can impact success. You will discover how blind spots can hinder decision-making, innovation, and growth in the assisted living field.

Key takeaways include:

- Learn strategies to identify and address blind spots effectively
- Ensure your organization remains agile and creates opportunities for growth

Key audience:

- Leaders of all levels

BEYOND BOUNDARIES: THE ART OF COMFORT ZONE EXPANSION

2 hours

In this engaging talk, we delve into the powerful journey of stepping beyond your self-imposed limits to unlock your true potential. "Beyond Boundaries: The Art of Comfort Zone Expansion" explores the reasons why you often remain in your comfort zones and the immense personal and professional growth that awaits you outside of them.

Key takeaways include:

- Learn practical strategies to gradually expand your comfort zone and tackle fears
- How to embrace new challenges with confidence

Key audience:

- Leaders of all levels

EXECUTIVE PRESENCE: HOW DO I DO THIS BETTER?

1-2 day workshop

How do you build credibility as a leader? Learn about four leadership dimensions that can help improve your executive presence. Dive into areas such as emotional intelligence, how to show up every day, how to effectively make decisions that deliver results, and how to create an inspiring environment.

Key takeaways include:

- How to look and speak like an executive
- How to make decisions effectively
- How to manage your emotions in the workplace
- How to inspire others to succeed

Key audience:

- Managers
- Senior leadership

FINANCIAL LITERACY: PROFIT AND PURPOSE

1 hour

Essential for New Leaders

This course is designed to help you better understand the foundational skills of reading financial statements, analyzing expenses, and establishing and implementing a budget. Once this foundation has been established, you will learn how to communicate and implement a budget and any budgetary changes within your organization.

Key takeaways include:

- How to create a budget and involve employees in the process
- How to implement a budget and provide managers autonomy within that budget
- How to analyze financial statements and implement changes to maximize financial and organizational goals
- Financials can be fun!

Key audience:

- Managers
- Senior leadership

TEAM BUILDING



TEAMING FOR SUCCESS

4 hours

Successful teams start with a clear purpose and vision for what success looks like. This clear and agreed upon mission defines why the team exists and enables managers to create and execute strategies for engagement and communication. Students will look at the essential elements of a team and how to develop them.

Key takeaways include:

- How you work together as a team and become more productive and engaged
- How to build a team and work towards a common goal

Key audience:

- Managers and senior leadership team

SETTING PROFESSIONAL BOUNDARIES – PROTECTING YOUR PEACE

3 hours

Essential for New Leaders

Burnout is a very real challenge in healthcare, not only for you as a leader, but for your employees. This workshop will focus on how to set professional boundaries, increase work/life balance and learn techniques to support your team in avoiding burnout. Practice will revolve around the power of saying “no,” collaborative burnout prevention toolkit assembly and shared best practices for self-care.

Key takeaways include:

- How to create and stick to boundaries to avoid burnout and protect your and your team’s peace.

Key audience:

- Mid-level leaders (shift leads, supervisors, managers)

COMMUNICATION



I-SPEAK YOUR LANGUAGE

2 hours

I-SPEAK is all about communication styles. Students will explore four key styles learning more about their personal styles as well as strategies for communicating with other styles. Students will learn to develop awareness of other styles and find more productive ways to have effective working relationships.

Key takeaways include:

- How to create better communication in the workplace in less time and with more success

Key audience:

- Managers
- Senior leadership

GET YOUR MESSAGE ACROSS

3 hours

How do we capture our audience's attention, get our point across, and engage people in the meetings or workshops we conduct? Learn strategies about how to ensure all voices are heard, build content tailored to your audience, and apply adult learning principles.

Key takeaways include:

- How to build effective resources
- Understanding how to conduct an effective group presentation
- How to be less distracting and more interesting
- How to present in-person vs. virtually

Key audience:

- Managers
- Team leads

THE POWER OF EFFECTIVE COMMUNICATION

2 hours

Essential for New Leaders

Have you ever delivered a message that you were unable to communicate effectively? Students will learn ways to write more impactfully, focus on their audiences, speak with more clarity, and deliver the messages they intend to deliver. In addition, they will discover how well they listen and how to do so effortlessly because communication is tied directly to listening.

Key takeaways include:

- How to effectively communicate through written or verbal avenues
- How to grab others' attention
- How to communicate your message clearly and be an active listener

Key audience:

- Managers
- Team leads

TRANSPARENT COACHING CONVERSATIONS

3 hours

Essential for New Leaders

Being a coach is hard, and having transparent conversations that are productive to the person you are coaching is even harder. Learn ways to reinforce individuals' strengths and help them take responsibility for their actions, development, and success.

Key takeaways include:

- How to build true collaboration and mutual trust
- How to focus on your team members' values, personal needs, strengths and weaknesses

Key audience:

- Managers
- Team leads

FEEDBACK IS A GIFT!

2 hours

Giving and receiving feedback can be difficult. What if we looked at feedback as a gift? Doing so will increase managers' confidence while providing feedback and help their employees remain positive while receiving the feedback. When managers provide feedback correctly and with positive intent, they can make feedback more actionable.

Key takeaways include:

- How to give feedback graciously using a model that creates a conducive environment
- How to ask for and receive feedback with a positive outlook

Key audience:

- Managers
- Team leads

WORKPLACE COMMUNICATING WITH RESPECT

3 hours

Essential for New Leaders

Everyone wants to be treated with respect, but what does respect look like to your employees? Do your employees know what respect looks like to you? In this workshop, we'll do a deep dive into the components of respectful communication and how to invite your team to collectively create a culture of respect that they can buy into and reinforce.

We'll discuss the challenges of passive and aggressive communicators and practice different approaches to difficult conversation scenarios.

Key takeaways include:

- How to empower and foster a culture of respect in your team and your workplace

Key audience:

- Mid-level leaders (shift leads, supervisors, managers)

Scheduled Management Essential
courses can be found here





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