

37th Annual Summer Leadership Conference

July 22-26, 2019
Fairmont Southampton
Bermuda



The STRONG Leader Workshop: 5 Days to Strengthen Your Ability to Lead Stronger

—with Dr. Bryan K. Williams

Earn 15 CEUs



ACHCA
American College of
Health Care Administrators
New York Chapter



FOUNDATION 
for **QUALITY CARE**

NYSHFA | NYSCAL

Learn more at www.SummerLeadershipConference.org today.

About Dr. Bryan K. Williams

Dr. Bryan Williams is a leadership and service excellence speaker, consultant and author. He has facilitated workshops and delivered keynotes worldwide for various companies in diverse industries. Bryan was the Global Corporate Director of Training and Organizational Effectiveness for the Ritz-Carlton Hotel Company.



He holds degrees in Business Administration, Hotel/Restaurant Management and Adult Learning, including a Doctor of Management in Organizational Leadership. Bryan is also the founder of the acclaimed BW Leadership Academy, STRONG Leader Institute, the BW Speaker School, and BWTV Online Learning. He is the author of four books on service excellence, and was a member of the Board of Examiners for the Baldrige Performance Excellence Program. Most of all, Bryan is very passionate about helping companies reach high levels of service and organizational excellence.

Who should attend?

If you are a long-term care leader who wants to enhance your management skills while creating a culture in which your team feels empowered to provide patients with a higher level of service, this conference is for you and top managers you depend on. Administrators, Owners, CEOs, ACHCA and NYSHFA members and non-members, and other health care company providers will all benefit from this 5-day workshop.

Leading a health care services organization has rarely been tougher than it is today. Ongoing regulatory and payment challenges, human resource issues including generational, cultural, and language differences, as well as consumer demands can all challenge leaders and managers. Best-in-Class models for leadership, sound principles of management and the behavioral science of motivation will be presented in a series of highly interactive sessions. You will return to work equipped with new insights, a replenished supply of leadership tools, and a personal program for success.

**GO TO NEXT PAGE FOR MORE DETAILS
ABOUT THE PROGRAM.**

The STRONG Leader Workshop: 5 Days to Strengthen Your Ability to Lead Stronger

HERE IS BRYAN'S WEEK-LONG PROGRAM FOR YOU, DAY BY DAY...

1 MONDAY, JULY 22

Leading a 5-Star Service Team

These types of leaders are unapologetically devoted to excellence and simply refuse to accept or celebrate mediocre performance from their team.

2 TUESDAY, JULY 23

From Quit & Stay to Stay & Thrive

This session will review the leadership skills and competencies needed to lead a 5-star caliber team. Special emphasis will be placed on proven techniques and processes used by highly effective leaders worldwide.

3 WEDNESDAY, JULY 24

7 Principles to Fully Engage Your Customers

This course focuses on proven concepts and techniques to provide exceptional service in any industry. The goal is for everyone to take away applicable and relevant concepts to apply at their jobs immediately.

4 THURSDAY, JULY 25

7.5 Leadership Keys to Sustain Excellence on Your Team

The purpose of this session is to help leaders develop a strong team that consistently exceeds expectations. This session will explore the daily leadership habits and proven tactics to sustain excellence on any team.

5 FRIDAY, JULY 26

From Great to World-Class

How exceptional is your service culture? “From Great to World-Class” will focus on five essential aspects of strengthening and sustaining a strong service culture. Learn how to incorporate ancient proverbs from various cultures to refocus on key service basics, emphasize the “power of one” in the service experience and look at potent ways to engage your heart and mind.

PLEASE NOTE: Education sessions are from 7:45am to 11:00am, Monday through Friday.

About Our Destination



For centuries, an island existed in the imaginations of sailors too long at sea. This island – a coral gem where the winds were as fresh as a youngster’s smile and as cool as a mountain spring – offered the shade of cedar trees and wild gardens of poinsettias and bougainvilleas. On a blustery day in 1503, Juan de Bermudez turned myth into reality. He discovered Bermuda just 600 miles off the Carolina coast. Here, atop



Bermuda’s highest point, on 100 lush acres, you too can discover the old world charm and new world panache of Bermuda and the Fairmont Southampton Princess.

The Fairmont Southampton

With its lush tropical gardens, shimmering pink sand beaches, azure blue seas, and spectacular sunsets, there is no way to not love Bermuda. Perched atop the island’s highest point, The Fairmont Southampton’s 593 spacious guestrooms — many with sweeping water views — are richly appointed with private balconies, walk-in closets, and marble bathrooms.

One of the world’s incomparable luxury resorts, The Fairmont Southampton in Bermuda offers endless recreation and relaxation possibilities, including an award-winning 18 hole Executive Par-3 golf course, a Willow Stream spa and fitness center, indoor and outdoor pools, plus an oceanfront beach club, PADI dive center,

snorkeling rentals, water sports, tennis courts, and more. **See more at www.fairmont.com/southampton or call the hotel at (800) 441-1414.**

Enjoy Bermuda’s best at The Fairmont Southampton at our special NYC-ACHCA guestroom rates, single or double occupancy for a standard room (plus taxes, gratuities, and resort fees). For an extra fee, you may reserve rooms on the Gold Level where breakfast and dinner appetizers are served. Make reservations by June 21, 2019 to qualify for special rates.

ATTENDEES MUST TRAVEL WITH PASSPORT.



37th Annual Summer Leadership Conference - Bermuda • July 22-26, 2019

Please register by June 21, 2019

**Just print out the form at right, fill it in, and mail it
with your check or credit card payment to:**

NYC-ACHCA
c/o Larry Slatky
428 Ridgehill Road
Schenectady, NY 12303

Questions? Please Call: Larry Slatky at (516) 567.4115



Register Today, Get 15 CE Credits

(Please duplicate the Registration Form for each attendee.)

NHA # _____ State _____

ALA # _____ State _____

Name _____ NAB#: R _____

Company _____

Address _____

City / State / ZIP _____

Phone _____ Fax _____

Email _____

ACHCA/NYSHFA Members \$569 | Non-Members \$669

Members may bring additional staff from the same facility at a special rate of \$519 per person. Non-members are invited to bring additional staff at the special rate of \$619 per person.

PAYMENT INFO:

TOTAL FEE _____

Check (Payable to NYC-ACHCA)

AMEX Discover MasterCard VISA

Name on Card _____

Card Number _____ Exp. Date _____

Cardholder Signature _____

I authorize NYC-ACHCA to use the above MasterCard, Discover, VISA, or AMEX to charge applicable registration fees.
Please Note: Payment will show up on your credit card statement as coming from NYS Health Facilities Association.

To reserve your hotel room, call **800-441-1414.**

Mention block code **NEWY0719**

Fairmont Room.....\$329.00 per night

Deluxe Lighthouse Room.....\$349.00 per night

Deluxe Sea View Room.....\$369.00 per night

Fairmont Gold Room.....\$465.00 per night

Signature Suite.....\$539.00 per night

Taxes, Tourism Fees, & Gratuities are additional.

SPECIAL ACHCA ROOM RATES

(Sales Tax, Occupancy
Tax, & Gratuities Extra)

About ACHCA

The New York Chapter of the ACHCA (NYC-ACHCA) is a State affiliate, of the ACHCA that was founded in 1962, the American College of Health Care Administrators is the only professional association devoted solely to meeting the professional needs of long term care administrators and executives. Focusing on advancing leadership excellence, NYC-ACHCA provides professional education and certification to administrators from across the spectrum of long term care. **Learn more at www.nycachca.com.**

About NYSHFA / NYSCAL

The New York State Health Facilities Association and New York State Center for Assisted Living is a member-driven association of providers of long-term care services, caring for individuals of all ages in proprietary, not-for-profit, and government-sponsored skilled nursing, post-acute, rehab, adult care and assisted living communities across the state of New York. **For more information, please go to www.nyshfa-nyscal.org today.**



Earn 15 Continuing Education Credits

The New York State Health Facilities Association is a certified sponsor of professional continuing education with the National Association of Long Term Care Administrator Boards (NAB). NYSHFA has submitted for 15 CEUs from NAB for this program. State licensure boards have final authority on the educational program facilitated by acceptance of individual courses. ACHCA is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Sign Up NOW for the 2019

Summer Leadership Conference

July 22-26, 2019
Fairmont Southampton
Bermuda

*5 Days to Strengthen Your
Ability to Lead Stronger,
with Dr. Bryan K. Williams!*



ACHCA
American College of
Health Care Administrators
New York Chapter



c/o Larry Slatky
428 Ridgehill Road
Schenectady, NY 12303



FOUNDATION 
for **QUALITY CARE**

NYSHFA | NYSCAL