

# *Employee Engagement*

*“How to be the Best Boss  
Your Employees Ever Had”*

**Presented by Del Gilbert**

**Tuesday, September 12, 2023**

**8:30am to 3:30pm**

**Still Hopes Episcopal Retirement Community  
One Still Hopes Drive, West Columbia, SC**

***6 CEU HOURS APPROVED BY SC BOARD OF LTHCA (#20-1090680)***

**Registration Deadline is August 23, 2023.**

According to Gallup Research, 70% of an employee's engagement is determined by their relationship with their direct supervisor. A great manager is a combination of warmth and strength. In this session you will learn 7 practical ways to increase employee enthusiasm and commitment. Also, through Del's D-I-R-E-C-T Model of Corrective Feedback you will learn, step-by-step, how to effectively address poor behaviors and attitudes.

*The goal of the day is to equip you with the skills necessary to be a great 'boss'.*

LeadingAgeSC

3022 South Morgan Point Rd #250  
Mount Pleasant, SC 29466  
p. (843) 518-1131  
www.leadingagesc.com

Kassie South, CEO  
ksouth@leadingagesc.org

Beth Bouknight,  
Director of Education  
bbouknight@leadingagesc.org

## **Tuesday, September 12, 2023**

### **Schedule**

- 8:30am Registration Opens *(We will have coffee, juice, and light refreshments)*
- 9:00am-12:00pm Session One: Employee Engagement (3CEUs)
- ◆ The Foundations of Employee Engagement
  - ◆ The 7 Senses of Employee Engagement.
- 12:00pm-12:30pm Lunch Onsite
- 12:30pm-3:30pm Session Two: Employee Accountability (3CEUs)
- ◆ 3 Diagnostic Questions
  - ◆ Common Excuses for Not Addressing Poor Performers
  - ◆ Consequences of Not Addressing Underperformance
  - ◆ The D-I-R-E-C-T Model of Corrective Feedback
  - ◆ 7 Best Practices of Delivering Corrective Feedback
  - ◆ D-I-R-E-C-T Model Case Studies
  - ◆ Creating Behavioral Standards

## **Del Gilbert**

Del Gilbert is the founder of Accelerating Excellence.

Del has held leadership positions in several organizations for 30 years. He served as Chief Learning Officer at St. Joseph Healthcare for 15 years.

Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer.

Del is the author of the book *7 Senses of Employee Engagement: How to Be the Best Boss Your Employees Ever Had*. Del is also the creator of the Accelerating Excellence Online Academy.

## **Session 1: “Employee Engagement”**

### *How to be the Best Boss Your Employees Ever Had*

#### **Agenda:**

- ◆ The Foundations of Employee Engagement
- ◆ The 7 Senses of Employee Engagement.

#### **Learning Objectives:**

- 1) Understand the key difference between Positional Authority and Influential Leadership
- 2) Determine the role of the direct supervisor in Employee Engagement
- 3) Discover the key difference between Employee Satisfaction and Employee Engagement
- 4) Identify 7 practical, no-cost ways to regularly engage employees

## **Session 2: “Employee Accountability”**

### *How to Address Poor Behaviors and Attitudes*

#### **Agenda:**

- ◆ 3 Diagnostic Questions
- ◆ Common Excuses for Not Addressing Poor Performers
- ◆ Consequences of Not Addressing Underperformance
- ◆ The D-I-R-E-C-T Model of Corrective Feedback
- ◆ 7 Best Practices of Delivering Corrective Feedback
- ◆ D-I-R-E-C-T Model Case Studies
- ◆ Creating Behavioral Standards

#### **Learning Objectives:**

- 1) Understand the importance of addressing underperformers
- 2) Identify the Steps of D-I-R-E-C-T Model of Corrective Feedback
- 3) Apply the D-I-R-E-C-T Model to Real-Life Situations
- 4) Identify the Steps to Create Organization Wide Behavioral Standards



# Registration Form

Tuesday, September 12, 2023



LeadingAgeSC Member Registration fee.....\$125.00

Non-Member Registration fee .....\$175.00

- **Please EMAIL your registration to [bbouknight@leadingagesc.org](mailto:bbouknight@leadingagesc.org)** to reserve your spot and mail payment.
- **Registration Deadline is Wednesday, August 23, 2023**

If you have questions, please contact Beth Bouknight [at bbouknight@leadingagesc.org](mailto:bbouknight@leadingagesc.org).

Name of Facility/Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ FAX ( ) \_\_\_\_\_

	NAME	POSITION	EMAIL	LTHCA LIC#	COST
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____
3.	_____	_____	_____	_____	_____
4.	_____	_____	_____	_____	_____
5.	_____	_____	_____	_____	_____
6.	_____	_____	_____	_____	_____
7.	_____	_____	_____	_____	_____

TOTAL PAYMENT: \$ \_\_\_\_\_

Registration Deadline is **Wednesday, August 23, 2023.**

Please email form to [bbouknight@leadingagesc.org](mailto:bbouknight@leadingagesc.org) while payment is being processed.

**MAKE CHECKS PAYABLE TO S. C. INSTITUTE ON AGING AND MAIL TO:**

South Carolina Institute on Aging  
3022 South Morgan Point Road #250, Mt. Pleasant, SC 29466

Email: [bbouknight@leadingagesc.org](mailto:bbouknight@leadingagesc.org) or Website: [www.leadingagesc.org](http://www.leadingagesc.org)

**Still Hopes Episcopal Retirement Community**  
**1 Still Hopes Drive**  
**West Columbia, SC**  
**(803) 796-6490**  
**<https://www.stillhopes.org/directions>**

**FROM CHARLESTON:**

1. Take I-26 Westbound to Columbia
2. Take Hwy #378 - Exit #110
3. Top of ramp you want to go right towards West Columbia and not towards Lexington and away from the Hospital
4. You will travel on Highway 378 about 4 miles - you will go through a stoplight which is the intersection of #378 and 12th Street
5. Continue straight for a short distance and turn right on 9th Street - no light at this intersection but is a major road
6. You will travel through a residential area and through a 3-way stop
7. Shortly after the 3-way stop you will see a sign on your left for "Still Hopes Rear Entrance". You may enter here for parking.

**FROM GREENVILLE/SPARTANBURG:**

1. Take I-26 Eastbound to Columbia
2. Stay on I-26 Eastbound towards Charleston
3. Take Hwy #378 - Exit #110
4. Top of ramp you want to go left towards West Columbia and not towards Lexington and away from the Hospital
5. You will travel on Highway 378 about 4 miles - you will go through a stoplight which is the intersection of #378 and 12th Street
6. Continue straight for a short distance and turn right on 9th Street - no light at this intersection but is a major road
7. You will travel through a residential area and through a 3-way stop
8. Shortly after the 3-way stop you will see a sign on your left for "Still Hopes Rear Entrance". You may enter here for parking.