
Empathy in Elder Day Care: The Practical Connection with John Ford

WHAT WE'LL COVER

Our capacity to be empathic is a vital- but often underdeveloped- component of leadership in Elder Care facilities. Not only are leaders expected to be empathic, the ability of your staff to successfully navigate the daily challenges of working with elders, is directly related to their ability to be empathic. But what exactly is empathy? And at a practical level how can we show we are empathic? Come participate in this interactive online session if you want to discover how you and your organization can be more empathic..

After completing this webinar you will be able to:

- Define empathy and explain why it is important as a key skill for any elder care facility
- List three practical actions that are empathic
- Listen and respond to a difficult experience with empathy

PRESENTER

John Ford, Ford and Associates



John is an experienced workplace mediator based in California who has successfully mediated hundreds of workplace disputes since 1996. He is the author of *Peace at Work* and founder of The HR Mediation Academy. In addition, John has provided training to thousands of employees at all levels in the workplace, across a wide range of industries, including health and elder care.

John teaches negotiation at UC Hastings School of Law, mediation to graduate Business and Psychology students at Golden Gate University, and organizational collaboration online through Creighton University. He is a past president of the Association for Dispute Resolution of Northern California (ADRNC), and was the managing editor of www.mediate.com from 2000 to 2011.

WHEN

Wednesday, March 10, 2021 from 10:30 AM to 12:00 PM

REGISTRATION

NON MEMBERS: **\$99 Per Registrant**

CAADS MEMBERS: **\$25 Per Registrant**

Registration includes access to the webinar for each attendee/email address registered. **Advance registration is required.** Please complete the registration form and return it with payment to CAADS by 4:00 PM on Tuesday, March 9, 2021. We CANNOT process registrations received after this deadline. You will receive a confirmation email with log-on information after CAADS receives and approves your registration and payment.

Internet connection and speakers / microphone OR access to a telephone for the audio presentation is required.

NO REFUNDS; however, substitutions will be accepted if made by 8:00 AM Wednesday, March 10, 2021 by email to pam@caads.org.

REMINDER: CAADS staff are working remotely, so email is the best way to communicate.
