



Certificate of Training

Rosalia E Aiello

Earned 1 contact hour
MALA Annual Conference & Dementia Summit (Virtual):

Positive Approach to Coaching Employees for Skill

on: September 30, 2020

Presenter: Amanda Snow Bulgarelli, Chief Operations Officer-Positive Approach to Care

Course Description: Awareness and knowledge gained from training is the first step for understanding dementia and the care connected to it, but the application of skills that are more positive and supportive need more hands-on coaching. Coaching has proven to build employees' skills and knowledge while creating an environment where staff feel supported by their manager and company. Coaching helps employees experience success, become more motivated, and develop confidence in their own skills. All of these things lead to higher employee satisfaction and retention rates.

- This course is approved by the Michigan Social Work Continuing Education Collaborative. Course approval #: 040720-00
- This continuing nursing education activity was approved by the Ohio Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) ONA # 2020-0000000167
- This continuing education activity was approved by the Michigan Board of Nursing Home Administrators. Approval # 489200035