



The Do's and Don'ts of Employee Appreciation During Tough Times

Appreciation is always vital to your organizational culture and employee engagement, but it is especially so when you are dealing with a crisis. During this session you'll learn the common traps that organizations fall into and what you should never do when it comes to sharing meaningful appreciation. We'll also talk about what you should be doing as a leader to spread hope, positivity and thanks to team members who are doing so much.

Objectives

1. Discover when appreciation can cause more harm than good.
2. Recognize why current appreciation efforts may not be meeting team members' needs.
3. Utilize recognition techniques that are meaningful to each individual.

[Denise Boudreau-Scott](#), is President of Drive, which helps aging service organizations measure and improve their culture, resulting in a better resident and staff experience, and bottom-line. A former nursing home and assisted living administrator, Denise is a serial volunteer. She co-founded the New Jersey Alliance for Culture Change, chairs NAB's Member Relations Committee, is a former member of NAB's LNHA Exam Writing Committee, and a former board member of the Pioneer Network. Denise received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University where she is currently appointed as a lecturer and student mentor. She is proud to share that she started off her career as a dietary aide and nursing assistant.

Arleen Smith, RN is a Leadership & Engagement Consultant with Drive and has over 25 years' experience in the healthcare industry. Arleen has served in various leadership positions within the pharmaceutical industry and on women's leadership councils focused on inspiring others to achieve personal growth. Along with her leadership experience, Arleen brings a diversity of 10 years of hospital & travel nursing experience in medical-surgical, critical care, oncology, and Emergency Room & Trauma. When Arleen is not improving culture in the field of senior living, she works as a per-diem nurse in a community that serves 60 elders. Arleen is trained as a 3-star coach in LEAN methodology and is a Six Sigma green belt. Arleen's area of expertise is motivating and inspiring others to achieve their highest potential through leadership, coaching and performance management. Arleen lives in New Jersey with her husband, two daughters, son, and two rescue dogs.

