

**NC Health Care Facilities Association  
Presents**

**Date:**  
May 24<sup>th</sup>, 2018

**DoubleTree by Hilton  
Greensboro  
3030 W. Gate City Blvd.  
Greensboro, NC 27403  
(336) 292-4004**

**SERVANT LEADERSHIP FOR LTC  
GAIN A COMPETITIVE ADVANTAGE WITH SKILLS THAT  
INSPIRE YOUR TEAM**

**Presented by: Mark Gogal,  
Interim Vice Chancellor of Advancement at University of North Carolina at  
Pembroke**

**Registration:**  
8:30 am - 9:00 am

**Workshop:**  
9:00 am - 3:00 pm

**Cost:**  
**NCHCFA member - \$150**  
*\*snacks and light lunch  
included*

**This seminar has been  
approved by the  
NC State Board of  
Examiners for NHA for  
5.0 Administrative hours.**

**NCHCFA is a registered  
sponsor of continuing  
education with the NC State  
Board of Examiners for  
NHA.**

**Karen Lennon  
Director of Education &  
Member Services  
NCHCFA  
KarenL@nchcfa.org**

**Eric Kivisto  
Director of Policy  
NCHCFA  
EricK@nchcfa.org**

**(919) 782-3827  
(919) 787-8418 (fax)**

The Servant Leadership workshop was offered to our members across the state of NC in 2017 with great success and outstanding reviews. Servant Leadership is an interactive, dynamic, developmental session focusing on what it truly means to serve others as a leader. Discuss what employees, customers, and others truly need from leaders. Learn how to operate most effectively in a leadership role using Servant Leadership core principles.

Servant Leadership is a set of behaviors and practices that turn the traditional “power leadership” model upside down; instead of the people working to serve the leader, the leader exists to serve the people. The goal of this workshop is to provide attendees with information and tools that are relevant, transformative, memorable, and actionable.

Some of the most successful companies, known for their positive and effective culture, develop and promote Servant Leadership. These include Starbucks, Southwest Airlines, Chick-Fil-A, SAS, and Nordstrom’s. Servant Leadership was found to have a significant effect on employee commitment.

Servant Leadership and employee satisfaction are strongly correlated and, a considerable body of research has illustrated that Servant Leadership is associated with a variety of favorable employee outcomes, including:

- Improved psychological well-being
- Favorable job attitudes
- Improved job performance
- Decreased workplace deviance

This seminar will be facilitated by Mark Gogal, a Human Resources Leader with over 25 years of progressive, global, and diverse human resources experience, practical business partnering expertise, strong organizational and analytical skills, and proven strategic management experience. He has a multi-faceted background in developing and implementing core HR policies/practices to meet the changing business, legal, and labor compliance environment. He has worked in a variety of industries in the public and private sectors including healthcare.

Mark is an enthusiastic, energetic, and passionate leader and presenter who truly enjoys developing others to reach their fullest potential both professionally and personally.

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**Registration Options:**

- Email the registration form to Karen Lennon at [KarenL@nchcfa.org](mailto:KarenL@nchcfa.org)
- Fax the registration form to: (919) 787-8418

**Cost: \$150.00 Per Person**

Name(s):

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Facility/ Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Email (for confirmation): \_\_\_\_\_

Phone: \_\_\_\_\_

**Payment Options**

Check Enclosed    Visa    MasterCard    Bill Me (NCHCFA members only)

American Express

Credit Card Information:

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_      3-Digit Security Code: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_

**CANCELLATION POLICY**

*You must notify NCHCFA in writing within 48 hours of the seminar to be eligible for a refund. Charges will still apply if a registrant fails to attend or cancels less than 48 hours in advance. An alternate may be sent. NCHCFA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the seminar date and full refund will be issued.*