

43rd Annual Summer Leadership Conference

July 20-24, 2026
Hilton Aruba Caribbean
Resort & Casino

Leading from Within:

A Personal
Leadership Lab
for Managers
and Leaders

- with Ralph Peterson
Earn 15 CEUs



ACHCA
American College of
Health Care Administrators
New York Chapter



LeadingAge[®]
New York

Learn more at <https://www.nycachca.com/summer-leadership/> today.

About Ralph Peterson



Ralph Peterson is the Owner of Ralph Peterson Management Services, a dynamic business solutions firm dedicated to enhancing the quality outcomes for residents, families, employees, and stakeholders within senior care organizations. With an impressive background as a senior

care advocate, strategic leadership consultant, and process engineer, Ralph excels in guiding leadership teams to concentrate on elevating the resident experience, bolstering customer engagement, and fostering employee satisfaction. His expertise has been instrumental in aiding senior care communities to diminish turnover, improve retention, and, most significantly, enrich the quality of life for the residents they serve.

Currently pursuing a Ph.D. in Organizational Leadership, Ralph adeptly integrates his academic insights into his professional endeavors, particularly focusing on assisting senior care organizations in applying for and securing prestigious quality awards. This specialization has positioned him as an invaluable asset to the industry, ensuring that organizations not only meet but exceed the highest standards of excellence.

Throughout his illustrious career, Ralph has addressed and collaborated with senior care organizations of various sizes across the United States and Canada. He is a best-selling author, internationally syndicated columnist, and an esteemed Quality Award Master Examiner for AHCA/NCAL. Ralph's profound impact and thought leadership in the field are evident in his commitment to advancing the quality of care and operational efficacy in senior care facilities through strategic guidance and dedicated mentorship.

Who should attend?

Managers, supervisors, directors, and emerging executives in high-demand environments who want to deepen their personal leadership, confront unhelpful habits, and lead with more energy, clarity, and consistency. This program helps you reconnect purpose to discipline, turn “it’s them” into “it’s me,” and build daily practices that make good leadership easier to do.

Program Overview

Leadership is hard on people. We carry stress, responsibility, customers’ stories—and we often cope in ways that don’t actually help us lead better. This five-day, highly personal leadership experience invites participants to look at the one thing they can actually control: themselves.

Drawing from his management books and real-world leadership stories, the presenter will walk leaders through the same journey

he took: from blaming others to owning the room, from trying to be “great” once in a while to being good every day, and from reacting to everything to leading with discipline. This is not about technical compliance. It’s about becoming the kind of leader people want.

“When it comes to QUALITY, nothing else matters!”

Ralph Peterson

GO TO NEXT PAGE FOR MORE DETAILS ABOUT THE PROGRAM.

Leading from Within: A Personal Leadership Lab for Managers and Leaders

MONDAY: THE WAKE-UP – “What’s the thing I already know I need to change?”

We start with a personal story about being confronted with a simple, honest question from someone being served—and how that moment exposed a gap between the leader he wanted to be and the habits he actually had. We’ll use that as a mirror for everyone in the room.

We’ll talk about stress, coping, overwork, and the way leaders quietly burn out. Then you’ll identify **one personal leadership habit** (not an operational task) you want to shift this week.

Theme: before you can lead others, you have to lead yourself.

TUESDAY: IT WASN’T THEM, IT WAS ME – Rethinking “no one wants to work”

This day draws from *Managing When No One Wants to Work*. We’ll challenge the belief that “people today don’t want to work” and replace it with “people didn’t want to work for me—and here’s why.”

We’ll look at tone, follow-through, visibility, fairness, and how our frustration leaks out on teams. Then we’ll practice reframing difficult staff situations so the leader shows up as the grown-up in the room.

Theme: mature leadership starts when we stop blaming the generation and start adjusting our leadership.

WEDNESDAY: CONGRATULATIONS, NOW GET OVER YOURSELF

New managers (and even seasoned leaders) can make everything about them—respect, authority, title. Wednesday is about letting that go. Using principles from *Congratulations*,

***Now Get Over Yourself*, we’ll show that once you’re responsible for others, it can’t be about your ego anymore.**

We’ll practice how to receive criticism, how to listen when people are upset, and how to stay steady when you feel attacked. This is where we talk emotional control, reactivity, and being the leader people feel safe coming to.

Theme: leadership is service, not status.

THURSDAY: THE GOOD MANAGER – Being great is overrated

Pulling from *The Good Manager*, we’ll make the case that reliability beats brilliance. Teams don’t need a superhero once a quarter; they need a manager who is on time, prepared, present, and consistent.

We’ll identify the 4–5 visible behaviors that communicate “I’m a good manager” to your team, and we’ll build a simple daily/weekly rhythm around them. This is where we fold in the Five Rules and show how disciplined, repeatable action always wins over occasional inspiration.

Theme: consistency is the kindness your team is begging for.

FRIDAY: KEEP BECOMING – Leadership as a lifelong practice

Friday pulls it all together: the wake-up moment, the shift from blame to ownership, and the move from ego to service. We’ll ask: What does the next version of me look like? What’s the leadership practice I need to keep doing long after this week is over?

We close with everyone sharing their own “that was my turning point” moment—so the room leaves encouraged, not shamed, and with a personal commitment to keep doing the work.

Theme: the best leaders are the ones still doing the work on themselves.

PLEASE NOTE: Education sessions are from 7:45am to 11:00am, Monday through Friday.



About Our Destination



Aruba's breathtaking white sand beaches, crystal-blue waters and perfect year-round weather makes this the perfect destination for your educational getaway. Aruba is a territory of the Kingdom of the Netherlands physically located in the mid-south of the Caribbean Sea. Together with Bonaire and Curacao, Aruba forms a group referred to as the ABC islands. The Dutch influence can still be seen throughout the island making your stay one to remember.

Hilton Aruba Caribbean Resort & Casino

With its lush tropical gardens, shimmering soft sand beaches, azure blue seas and spectacular sunsets, there is no way to not love Aruba. The Hilton is located in the heart of the Palm Beach Strip, with a variety of spacious guestrooms, many with sweeping ocean views and richly appointed with private balconies.

One of the world's incomparable luxury resorts, the Hilton Aruba Caribbean Resort & Casino offers endless recreation and relaxation possibilities, including beachfront full service eforea Spa, two large pools, waterfalls and freshwater lagoon, dive center, snorkeling rentals, water sports and fitness center.

Enjoy Aruba's best at the Hilton Aruba Caribbean Resort & Casino at our special NYC-ACHCA/LANY guestroom rates, single or double occupancy for a standard room (plus taxes, gratuities and resort fees). There are other accommodations available including the Hilton Palm Level, but availability is limited so register early.



ATTENDEES MUST TRAVEL WITH PASSPORT.

43rd Annual Summer Leadership Conference • Aruba • July 20-24, 2026

About ACHCA

The New York Chapter of the ACHCA (NYC-ACHCA) is a State affiliate, of the ACHCA that was founded in 1962, the American College of Health Care Administrators is the only professional association devoted solely to meeting the professional needs of long term care administrators and executives. Focusing on advancing leadership excellence, NYC-ACHCA provides professional education and certification to administrators from across the spectrum of long term care.

Learn more at NYCACHCA.org.

About LeadingAge New York

Founded in 1961, LeadingAge New York, formerly the New York Association of Homes & Services for the Aging (NYAHS), represents not-for-profit, mission-driven and public continuing care providers, including nursing homes, senior housing, adult care facilities, continuing care retirement communities, assisted living and community service providers. Leading Age New York's more than 500 members employ 150,000 professionals serving more than 500,000 New Yorkers annually.

Learn more at leadingageny.org

Earn 15 Continuing Education Credits

The NYC American College of Health Care Administrators is a certified sponsor of professional continuing education with the National Association of Long Term Care Administrator Boards (NAB). State licensure boards have final authority on the educational program facilitated by acceptance of individual courses. ACHCA is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

NAB approved for 15 hours, approval number: 20270719-15-A117698-IN



Register Today, Get 15 CE Credits

(Please duplicate the Registration Form for each attendee.)

☐ NHA # _____ State _____

☐ ALA # _____ State _____

Name _____ NAB #: R _____

Company _____

Address _____

City / State / ZIP _____

Phone _____ Fax _____

Email _____

Questions? Please Call: Larry Slatky at 516.567.4115 or email lslatky@cs.com

NYC-ACHCA/LANY Members \$569 | Non-Members \$669

Members may bring additional staff from the same facility at a special rate of \$519 per person.

Non-members are invited to bring additional staff at the special rate of \$619 per person.

PAYMENT INFO:

TOTAL FEE _____

☐ Check (Payable to NYC-ACHCA)

Mail To: NYC-ACHCA, c/o Larry Slatky, 428 Ridgehill Road | Schenectady, NY 12303

AMEX ☐ Discover ☐ MasterCard ☐ VISA ☐

Name on Card _____

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I authorize NYC-ACHCA to use the above MasterCard, Discover, VISA, or AMEX to charge applicable registration fees.

To reserve your hotel room, call 1-800-250-0134

Mention block code 26ACHC

Dates of Education: July 20 through July 24, 2026, (times are the same as last year).

Note: Attendees can come the weekend before and after at the seminar rate.

**SPECIAL
NYC-ACHCA/LANY
ROOM RATES**

(Sales Tax, Occupancy Tax,
& Gratuities Extra)

For Room Rates click the link below:

[https://www.hilton.com/en/attend-my-event/
2026nycchapterachconference/](https://www.hilton.com/en/attend-my-event/2026nycchapterachconference/)

Please register by June 18, 2026