

# The Foundations of Nursing Leadership: Critical Skills for Today's Complex Environment



## Course Description

The purpose of this seminar is to provide clinical nurses with the concepts, strategies and tools to become effective charge nurses and managers. Advanced critical thinking, managing a complex and diverse workforce, and becoming a transformational leader will be addressed.

Many nurses today find themselves in positions of leadership because they excelled clinically. However, little has been done to help today's nursing leader manage the challenges of today's changing healthcare system and workforce. This seminar will address key ideas and strategies so that these new nursing leaders will thrive and find new passion in their work.

## Agenda

*Sign-in begins at 7:30 am.* Each day includes a one-hour lunch (on your own), as well as a morning and afternoon break of 15 minutes each. The order of lectures presented and break times may vary according to speaker preference.

### Day 1, 8:00 am to 4:30 pm

- 0800 **Introduction**
- 0830 **Leadership Styles**  
Foundations of Leadership | Styles of Leadership | Contemporary Leadership | Characteristics of Effective Leaders | Common Supervisory Mistakes
- 0900 **Leading through Change**  
Communication | Training | Carrying Out the Plans | Involving Staff | Monitor Progress | Rewards | Helping Staff through the Stress | Employee Responses to Change | How to Overcome Resistance
- 0930 **Break**
- 0945 **Team Dynamics**  
Kinds of Teams | Characteristics of Effective Teams | Why Teams Fail | Team Leadership | Rewarding Team Performance
- 1015 **Coaching Staff and Handling Difficult Employees**  
Characteristics of Effective Coaches | Management by Wandering Around | Facilitating, Empowering and Supporting | Coaching Feedback | Coaching Pitfalls | Conducting a Counseling Session | Common Defensive Responses | Counseling vs. Discipline | Negative Attitudes | Marginal Performers | Unethical Behavior
- 1115 **Communication**  
Written Communication | Verbal Communication | Sending Powerful Messages | Listening Skills
- 1200 **Lunch**
- 1300 **Budgets and Cost Control**  
Basics of Budgeting | Control of Overtime | The Affordable Care Act | Cutting Costs | Adding Value | Lean: What it Is and What it Is Not
- 1330 **Decision-Making and Problem-Solving**  
Decision-Making Today | Logical Process: Key Steps in Solving Problems | Useful Tools | Group Problem-Solving | Stakeholders

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- 1400 **Holding Effective Meetings**  
Purposes of Meetings | Components of a Successful Meeting | Group Involvement | Problem Attendees | Conference Calls
- 1430 **Break**
- 1445 **The Future of Nursing Report**  
What Does this Report Mean to Nursing Today
- 1515 **Conflict in the Workplace**  
Bullying | Escalating Conflict | Suppressing Conflict | Strategies for Coping with Conflict | Positive Conflict
- 1545 **Performance Feedback**  
The Need for Feedback | Formal Evaluations | Common Pitfalls of a Performance Evaluation
- 1615 **Q & A Session**
- 1630 **Adjourn**

**Day 2, 8:00 am to 4:30 pm**

- 0800 **Review of Day 1**
- 0815 **Customer Service and Patient Satisfaction**  
Who are the Customers? | Today's Savvy Consumer | Technology and Customer Service | Patient-Centered Care | What are the Needs of the Customer? | Essentials of Customer Service | HCAPS | Value-Based Purchasing
- 0900 **The Legal Environment**  
Relevant Laws | National Labor Relations Act | Social Security Act | Fair Labor Standards Act | Labor Management Relations Act | Labor Management Reporting and Disclosure Act | Equal Pay Act | Title VII of the Civil Rights Act | Age Discrimination in Employment Act | Occupational Safety and Health Act | Rehabilitation Act | Employee Retirement Income Security Act | Pregnancy Discrimination Act | COBRA | Immigration Reform and Control Act | Pension Protection Act | Drug Free Workplace Act | Employee Polygraph Protection Act | Worker Adjustment and Retraining Notification Act | ADA | Older Workers Benefit Protection Act | Civil Rights Act | FMLA | HIPAA | Affordable Care Act
- 1000 **Break**
- 1015 **Policies and Networking**  
Assessing the Culture of the Organization | Networking | Relating to Your Supervisor
- 1045 **Motivation, Reward and Recognition**  
Morale in Healthcare | Motivation | Factors Affecting Morale | How Supervisors can Influence Morale | Reward and Recognition | Effective Rewards | Visibility
- 1130 **Cultural Diversity: Managing the Changing Workforce**  
Four Generations | Core Values | Diversity Management
- 1200 **Lunch**
- 1300 **Time Management**  
Time Wasters | Time Abusers | Tips for Saving Time | Tips for Organization
- 1330 **Challenges of the Affordable Care Act**  
Value-Based Purchasing | Doing More with Less | Moving Away from Acute Care to Community Care and Prevention
- 1400 **Break**

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- 1415 **Delegation and Empowerment**  
Why Some Leaders Won't Delegate | Dumping | Willingness of Employees to Accept Delegated Activities | When Delegation Fails | Empowerment | Accountability
- 1445 **Staff Development**  
Educational Needs Assessment | Developing Program | Mentoring | Employee Accountability for Professional Development
- 1515 **Coping with Stress and Burnout**  
External and Internal Causes of Stress | How to Reduce Stress in Your Area | Burnout | Managing Burnt Out Employees | Managing Your Own Stress and Burnout | Rekindling Your Passion and Their Passion
- 1600 **Q & A Session**
- 1630 **Adjourn**

## Accreditation

### RN/LPN: 14 Contact Hours

Med-Ed, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

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If your profession is not listed we suggest contacting your board to determine your continuing education requirements and ask about reciprocal approval. Many boards will approve this seminar based on the accreditation of the boards listed here.

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