Charge Nurse Boot Camp

M E D · E D
Since 1983

Course Description

This course is geared toward new charge nurses or charge nurses that would like to kick their skills up a notch. Most charge nurses are promoted because of their clinical skills but are lacking in the other basic skills they need to lead in today's shifting healthcare environment. This course will cover basics such as communication, conflict management, budgeting, relevant laws and other important concepts of leadership.

Program Learning Outcomes

This program prepares the learner to:

- Identify the key components of transformational and servant leadership.
- Discuss the basic components of error-free communication.
- Practice a script that will be useful for addressing any form of conflict or disruptive behavior.
- Identify the most common barriers to successful change in an organization.
- Have the beginning of a personal professional development plan.

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   **Welcome and Introductions**

0830   **10 Key Skills for Novice Nurse Leaders**
Capacity to Learn and Translate Knowledge | Adaptability to Change | Communication | Conflict Resolution | Delegation | Financial Basics | Decision Making and Problem Solving | Prioritization and Time Management | Flexibility | Self-Renewal

0845   **Reflection and Discussion**
Possible Skills to Improve

0900   **Leadership Styles and Theories of Leadership**
Styles of Leadership | Contemporary Leadership | Characteristics of Effective Leaders | Transformational Leadership | Servant Leadership

0930   **Emotional Intelligence**
Intrapersonal Domain | Interpersonal Domain | Why Emotional Intelligence Matters

0945   **Break**

1000   **Capacity to Learn and Translate Knowledge**
Age of the Knowledge Worker | Communication | Professional Development | Lifelong Learning

1030   **Policies that Affect Nursing**
Relevant Laws | Meaningful Use

1130   **Lunch**

1230   **Adaptability to Change**
Key Drivers of Change in Healthcare | How Change Affects Staff | Essential Elements | Barriers to Change | How to Help Staff through Change | How to be a Change Agent

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1315 **Discussion**
Handling Workplace Changes

1330 **Communication**
Pressures | Elements | Types | Error-Free Communication | Assertiveness | Barriers | Listening Skills

1415 **Break**

1430 **Generational Diversity**
Four Generations at Work Today | Advantages of a Multicultural Workforce | How to Work Together

1500 **Conflict and Conflict Resolution**
Why Conflict Happens | Steps to Resolution | Crucial Conversations | Keys to Safe Conversation | Disruptive Behavior | Workplace Violence

1600 **Discussion**
Recent Conflicts | Potential for Different Outcomes

1615 **Questions**

1630 **Adjourn**

Agenda

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

0800 **Discussion, Questions from Day 1**

0815 **Customer Service**

0915 **Delegation**
Five Rights of Delegation | Barriers to Effective Delegation | Why Some Leaders Won't Delegate | Dumping | Willingness of Employees to Accept | When Delegation Fails | Empowerment | Accountability

1000 **Basics of Budgeting**
Control of Overtime | Affordable Care Act | Cutting Costs | Adding Value | Lean

1030 **Prioritization and Time Management**
Basics of Time Management | How to Prioritize | Time Wasters | Time Abusers | Tips for Saving Time | Tips for Organization | How to Help Staff Prioritize | Managing Unit Needs | 9 Helpful Suggestions

1130 **Lunch**

1230 **Flexibility**
Stretch Yourself | Optimism | Learning

1245 **Coping with Stress and Burnout**
Nature of Stress | Causes of Stress | Consequences of Stress | Burnout | Compassion Fatigue | Putting Fun Back into the Workplace | Managing Stress

1345 **Discussion**
Name Stressors | Recognize Burnout in Staff | Ideas to Decrease Stress

1400 **Advancing Your Career**
Envisioning Your Future | Managing Your Career | Finding and Using Mentors | Identifying Learning Needs | Tracking Your Progress | When Your Plans Fail

1430 **Break**

1445   **Discussion**
Skills to Take Back to Work

1500   **Self-Renewal**
Why Do We Need It? | Letting Go | Meditation and Mindfulness | Reflection | Affirmations | Surrounding Yourself with Positives

1600   **Questions, Wrap-Up and Evaluation**

1630   **Adjourn**

Accreditation

RN/LPN/LVN/Other: 14 Contact Hours

MED-ED, Inc is accredited as a provider of nursing continuing professional development 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.