# **Kicking it Up a Notch: Sharpening Your Leadership Skills**



# **Course Description**

The accelerating rate of change in the world of healthcare has left many new and experienced leaders breathless to keep up. Effective leadership skills in this decade are substantially different than those of any other generation of nursing leaders. This seminar will discuss the new complex realities that today's leaders face, and attendees will leave with strategies they can take immediately into the workplace.

# **Program Learning Outcomes**

This program prepares the learner to:

- Discuss the skills effective leaders need to succeed and help move their organizations forward.
- Begin a personal professional development plan.
- Choose at least 5 action items that nurses can use the next day in their leadership positions.

# **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	Walcoma	and Introduct	tione

## 0830 What the Quantum Leader Needs Today

What Type of Leader Succeeds Today? | The Age of the Knowledge Worker | High Velocity Change | Communication | Conflict Resolution | The World of Value-Added Healthcare and Financing | Decision Making and Problem Solving | Understanding Health Policy | What 'Lean' Is and What It Isn't | Prioritization and Time Management | Developing Resilience | Self-Renewal

#### 0845 Reflection and Discussion

Skills to be Improved Upon

## 0900 Quantum Leadership

Outdated Styles | Contemporary Leadership | Emotional Intelligence | Transformational Leadership | Servant Leadership

0945 Break

#### 1000 Age of the Knowledge Worker

Knowledge and Communication | Professional Development | Lifelong Learning

#### 1045 Policies that Affect Nursing

Relevant Laws

1145 Lunch

#### 1245 High Velocity Change

Key Drivers of Change in Healthcare | How Change Affects Staff | Essential Elements for Change | Barriers to Change | How to Help Staff Through Change | How to be a Change Agent

#### 1330 Discussion

Workplace Change

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# (continued) 1345 **Break** 1400 Communication Elements | Types | Error-Free Communication | Assertiveness | Generational Diversity | Barriers | Listening Skills 1500 **Conflict and Conflict Resolution** Why Conflict Happens | Steps to Effective Conflict Resolution | Crucial Conversations | Keys to a Safe Conversation | Disruptive Behavior | Workplace Violence 1600 Discussion Recent Workplace Conflicts 1615 **Questions and Reflections on Day 1** 1630 **Adjourn Agenda** Day 2, 8:00 am to 4:30 pm 0800 **Questions from Day 1** 0815 **Customer Service** 0915 **Decision Making and Problem Solving** Critical Thinking | Decision Types | Decision-Making Techniques | Problem-Solving Process | Innovation 1015 **Break** 1030 **Understanding Politics and Policy** The Difference Between Politics and Policy | Influencing Health Policies | Understanding Power in an Organization 1100 'Lean' What It Is and What It Isn't 1130 Lunch 1230 **Prioritization and Time Management** Basics | How to Prioritize | Time Wasters | Time Abusers | Tips for Saving Time | Tips for Organization | How to Help Staff Prioritize 1315 Flexibility and Resilience Stretch Yourself | Optimism | Learning | Innovation 1345 **Discussion** Stretching and Innovation 1400 **Break** 1415 **Coping with Stress and Burnout** Nature of Stress | Causes of Stress | Consequences of Stress | Burnout | Compassion Fatigue | Putting

Fun Back in the Workplace | Managing Stress

Definition | Development | Continue Growing

**Personal Development Plan** 

1445

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1	500	Discussion	n
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Workplace Stressors and Burnout

#### 1515 Self-Renewal

Why Do We Need It | What Does It Mean | Letting Go | Mediation and Mindfulness | Reflections | Affirmations | Surrounding Yourself With Positives | Next Steps

## 1615 Questions, Wrap-Up and Evaluation

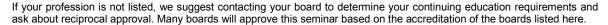
1630 Adjourn

# **Accreditation**

## RN/LPN/LVN/Other: 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 (ANCC).

MED-ED, Inc. is an approved provider by the following State Boards of Nursing: **Florida**/FBN 50-1286, **Iowa**/296, **California** #CEP10453.



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