



## Leadership Development for the Charge Nurse

### Course Description

The purpose of this seminar is to provide new and experienced charge nurses with concepts, strategies and competencies that will enhance success in this leadership role. Concepts of leadership and management will be discussed. Techniques to address the challenges of maximizing employee performance, shift work and lateral violence will be provided. Customer service tips and strategies will also be provided.

### Program Learning Outcomes

*This program prepares the learner to:*

- Understand the importance of establishing both personal goals and unit goals.
- Identify techniques for improving communication as well as developing and maintaining trust in the workplace.
- Define intrinsic and extrinsic motivation and how to create a motivational work climate.
- Understand techniques for resolving conflict in the workplace, including how to diffuse an angry co-worker, physician, patient or family member.

### Agenda

*Sign-in begins at 7:30 am.* The 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.

#### 8:00 am to 4:30 pm

- 0800 **Push, Pull and Stroll: Concepts of Leadership and Management**  
Envisioning Goals | Affirming Values | Communication | Delegation | Teamwork | Managing Change
- 0945 **Break**
- 1000 **Maximizing Employee Performance Through Creative Motivational Techniques**  
Intrinsic Motivation | Extrinsic Motivation | Positive Motivation | Negative Motivation
- 1100 **Nursing's Dirty Little Secret**  
Lateral Violence | Workplace Bullying
- 1200 **Lunch**
- 1300 **Working Weekends and Nights Can Be Shifty**  
Negative Impact of Shift Work | Patient Safety | Workplace Productivity
- 1330 **Just a Bunch of Happy Campers: Managing Satisfaction**  
Improving Customer Satisfaction | Handling Employee Satisfaction | Conflict Resolution
- 1430 **Break**
- 1445 **Complaint Management 101**  
30 Tips on Handling Unhappy Co-Workers, Physicians, Patients and Families
- 1630 **Adjourn**

# Accreditation

## RN/LPN/LVN/Other: 7 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.

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

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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