Charge Nurse Boot Camp

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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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

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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 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.**

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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