

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 **Welcome and Introductions**

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Outdated Styles | Contemporary Leadership | Emotional Intelligence | Transformational Leadership | Servant Leadership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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- 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
- 1445 **Personal Development Plan**
Definition | Development | Continue Growing

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- 1500 **Discussion**
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**).

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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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