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Outdated Styles | Contemporary Leadership | Emotional Intelligence | Transformational Leadership | Servant Leadership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

(continued)
(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

1445  Personal Development Plan
Definition | Development | Continue Growing
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.

© 2019 MED-ED, Inc. All rights reserved.