

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.

Key Learning Outcome

- After completing the program, 80% of participants will report an increase in knowledge that will positively impact their practice.

Program Objectives

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

Push, Pull and Stroll: Concepts of Leadership and Management

Envisioning Goals | Affirming Values | Communication | Delegation | Teamwork | Managing Change

Maximizing Employee Performance Through Creative Motivational Techniques

Intrinsic Motivation | Extrinsic Motivation | Positive Motivation | Negative Motivation

Nursing's Dirty Little Secret

Lateral Violence | Workplace Bullying

Working Weekends and Nights Can Be Shifty

Negative Impact of Shift Work | Patient Safety | Workplace Productivity

Just a Bunch of Happy Campers: Managing Satisfaction

Improving Customer Satisfaction | Handling Employee Satisfaction | Conflict Resolution

Complaint Management 101

30 Tips on Handling Unhappy Co-Workers, Physicians, Patients and Families

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 (**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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