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 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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