

Advanced Service **Leadership Skills** *for Nurse Managers™*



MISSION:

Providing Nurse Managers with high-impact supervisory and leadership skills

DELIVERABLES:

- ▶ 1 day on-site consulting
- ▶ 4 monthly/quarterly on-site customized training days
- ▶ High-performance techniques to lead nurses to improved outcomes/productivity
- ▶ Proven strategies to improve employee attitude and performance
- ▶ On-going assignments and assessments for hardwiring new skill-sets
- ▶ 2 HealthCare Service Excellence Conference Registrations

YOU WILL LEARN HOW TO:

- ▶ Lead the creation of high-performance teams
- ▶ Be a catalyst for change in the organization
- ▶ Deal with problem employees in a positive way
- ▶ Communicate more effectively with employees, peers – and their leadership
- ▶ Motivate and achieve results faster by successfully linking employees with their inner goals
- ▶ Assess the non-performing employee and help him/her find opportunities to take positive, focused action
- ▶ Set clear standards/goals for doing the job, and gain buy-in from the employee for these benchmarks
- ▶ Know what to do if standards aren't met
- ▶ Introduce an effective employee action plan that aligns task and performance and track its progress
- ▶ Use coaching skills that turn unproductive employee performance around
- ▶ Know how to terminate humanely and without landing in court
- ▶ Introduce an effective employee action plan that aligns task and performance and track its progress
- ▶ Use coaching skills that turn unproductive employee performance around

EMPOWERED LEADERS SAY IT BEST:

“Content is applicable to the realities of the work environment”

– Jana Mitchell, RN, Supervisor, NCU/Peds/Infant Care,
Emanuel Medical Center

“Honestly, there were far too many “Aha!” moments to chose just one. I feel better leaving here today because I feel better equipped to be a great leader.”

– Pam Hatley, RN, OR Charge, Herrin Hospital



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Advanced Service

Leadership Skills

for Nurse Managers™

		Action	Responsible	Focus
Consulting	Month 1	Custom Design – Consulting Day	<ul style="list-style-type: none"> Key Executive Interviews (CEO, CNO, COO) 	<ul style="list-style-type: none"> Consulting with key nurse leadership and frontline personnel to ensure proposed training solutions match gap in critical skill-sets
On-Site Training #1	Month 2	Workshop #1: Mastering Change Communication Skills	<ul style="list-style-type: none"> Nurse Managers, Director 	Key Modules: <ul style="list-style-type: none"> Taking Charge of Change Communication Skills: The Basics Communication Skills for Delegating Communicating in Touch Situations On-Target Communication with Difficult Patients
On-Site Training #2	Month 3	Workshop #2: Service Excellence & The Medicine of Compassion	<ul style="list-style-type: none"> Nurse Managers, Directors 	Key Modules: <ul style="list-style-type: none"> How to understand our customers How to meet and manage patient expectations The Medicine of Compassion
On-Site Training #3	Month 4	Workshop #3: High Performance Coaching	<ul style="list-style-type: none"> Nurse Managers, Directors 	Key Modules: <ul style="list-style-type: none"> Discovering Employee Performance Problems (and doing something about them) Coaching Skills: Immediately usable & practical techniques (including two ways to hold difficult conversations)
On-Site Training #2	Month 5	Workshop #4: Nurse Team Leadership Effectiveness	<ul style="list-style-type: none"> Nurse Managers, Directors 	Key Modules: <ul style="list-style-type: none"> The Value of Daily Leader Rounding Team-Building (without time-wasting) How to challenge negative organizational loops An organization is the stories it tells itself Completion of Individual Action Plans
Bonus	October	HealthCare Service Excellence Conference™	<ul style="list-style-type: none"> 2 Selected Leaders 	<ul style="list-style-type: none"> Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes