

# *the* **Nurse Manager** *Leadership Academy™*



## **MISSION:**

Turning Nurse Managers into Empowering Nurse Leaders.

## **DELIVERABLES:**

- ▶ 8 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
- ▶ 4 HealthCare Service Excellence Conference Registrations

## **YOU WILL LEARN HOW TO:**

- ▶ Inspire, retain, motivate, and empower patient-focused nurses
- ▶ Develop and implement a process to align leadership job descriptions, performance appraisals, and incentives with annual strategic goals, mission, and values as they relate to the key drivers of organizational success, especially customer, employee, and physician satisfaction
- ▶ Create a customer-driven culture through nurse empowerment and continuous improvement
- ▶ Balance conflicting priorities and strengthen personal self management
- ▶ Become an employer of choice
- ▶ Master personal communication skills and team strategies in pursuit of world-class patient, employee, and physician loyalty
- ▶ Communicate tactfully with confidence in order to get what you want without it being at the expense of yourself or others
- ▶ Improve nurse effectiveness through inspired coaching & high-impact communication

## **SEMINAR ATTENDEES SAY IT BEST:**

“The most practical, usable tools I have ever received.”

– Ellen Gutenberg, Frances Mahon Deaconess Hospital

“This is the training managers and supervisors need, but seldom receive.”

– Erin Nobi, Poudre Valley Hospital

“Excellent ideas that inspire you to take action.”

– Loraine Weincek, Palomar Pomerado Health System



# the Nurse Manager Leadership Academy™

## Educational Offerings (1 day each unless noted otherwise)

### 1. Leadership Briefing – **Keep Your Nurses & HealthCare Professionals For Life™**

*The 4 Imperatives of How to Inspire, Retain, Motivate, and Empower Patient-Focused Nurses (& Everybody Else!)*

- ▶ Implement the 12 attributes of a patient-driven culture so that nurses never want to leave.
- ▶ Unlock the genius of nurse empowerment through frontline ownership and accountability.
- ▶ Enhance employee morale and patient/customer satisfaction at the same time.

### 2. **The Accountability Protocol™**

*Achieve a Permanent Organizational Shift to Employer and Provider of Choice*

- ▶ Gain a meaningful commitment from leaders at every level for an annually-negotiated goal for patient satisfaction and associate retention.
- ▶ Create individual accountability agreements that hardwire sustainable leader focus on annual strategic goals.
- ▶ Personally demonstrate and model the inspiring and empowering leadership that earns loyalty and support for improved patient and employee loyalty.

### 3. **Service Empowerment Leadership Course™**

*Create a Customer-Driven Culture Through People Empowerment and Continuous Improvement*

- ▶ Simultaneously improve employee, patient, and physician satisfaction.
- ▶ Implement proven best practices that will give you a long-term sustainable, competitive advantage.
- ▶ Create a culture that staff never want to leave.

### 4. **Thriving on Multiple Priorities – Proven Strategies for Getting Things Done™**

*To Balance Conflicting Priorities and Strengthen Personal Self-Management*

- ▶ Identify and set priorities so that you can deliver what matters most, on time, every time.
- ▶ Keep others from wasting your time by avoiding manipulation and managing interruptions.
- ▶ Discover the art of mastering “To-Do Lists.”

### 5. **Breakthrough Strategies to Become the Healthcare Employer & Provider of Choice™**

*To Keep Your Customers and Staff For Life*

- ▶ Overcome entrenched pockets of resistance to change by getting all supervisors, managers, directors, and administrators enthusiastically committed to a “shared vision” of exceptional employee morale.
- ▶ Inspire frontline staff to play a positive leadership role in creating a culture that attracts and recruits peers and classmates.
- ▶ Transform your culture with a step-by-step D.O. I.T. Action Plan to ensure results.

### 6. **How to Read and Understand People™**

*Deal More Effectively with Your Staff and Everyone Else You Come in Contact with by Understanding “Why People Do What They Do”*

- ▶ Understand your personal behavioral style.
- ▶ Recognize and appreciate styles of others.
- ▶ Gain commitment and cooperation through win-win relationships.

### 7. **Secrets of Conflict Management™**

*How to Deal with Disagreements, Conflict, and Confrontation*

- ▶ Preconditions to create a positive atmosphere for conflict resolution.
- ▶ How to separate the person from the problem.
- ▶ How to confront anyone about anything.

### 8. **High-Impact Coach the Coach Seminar™**

*How to Empower Individuals to Transform Who They are by Removing Road Blocks to Performance*

- ▶ What is a coach and the role of coaching.
- ▶ Recognizing coaching moments or opportunities.
- ▶ Understanding motivator.

### 9. **Academy Wrap-up & Graduation Banquet**

*(Optional –to be held with last seminar)*

### 10. **HealthCare Service Excellence Conference**

*Four Selected Leaders – Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes*