



Monster Nursing Management 101: Coaching, Competencies & Measuring Outcomes

Presenter:

Cella Janisch-Hartline, RN, BSN, Nurse Consultant, RWHC

Thursday, June 7, 2012

9:00 a.m.–4:00 p.m.

RWHC Office & Training Center, 880 Independence Lane, Sauk City

Target Audience

Nurse managers, nursing supervisors, charge nurses or any nurse in a key leadership role

Program Description

Come join this workshop for a fun filled day of tips and techniques required to be an effective nursing manager/supervisor/leader. During this workshop we will work through the challenges of workplace diversity, putting emphasis on the generational/personality differences encountered in nursing leadership. In addition: coaching tips and techniques will be centered around recruitment and retention awareness and strategies, reviewing the skill set of an effective coach and the hardest role of all, i.e. giving effective feedback when feedback is tough. Feedback opportunities will be practiced around some common themes that are encountered in the role of supervisor. At the conclusion of the day, the topics of competency development, assessment and measuring performance outcomes will be addressed. Don't miss this nursing supervision workshop!

Program Objectives

Participants will be able to:

1. Articulate their own, and learn other's, work-related attitudes/beliefs and traits in the context of generational and personality influences

2. Identify turnover realities in healthcare, while exploring successful recruitment and retention strategies
3. Determine key elements of effective coaching techniques
4. Differentiate behavior vs. judgment type of feedback, while role playing through some common issues
5. Identify the common challenges and strategies of competency development, program implementation and measuring performance outcomes

Continuing Education Credit

0.6 continuing education units (CEUs) will be provided through RWHC, a CEU provider through the Wisconsin Society for Healthcare Education and Training (WISHET).

Program Fee

RWHC Members: \$150 per person

Non-RWHC Members: \$180 per person

Participants are on their own for lunch. *Space is limited, so please register early.* Registration deadline is May 17. Organizations that register three or more participants will receive a 20% discount.

Please do NOT send payment; RWHC will invoice your organization. For questions, please contact Carrie Ballweg, Education Coordinator, 608-643-2343.

Cancellation Policy

Cancellations received up to two weeks prior to a program will receive a full refund, less a \$25 processing fee. No refunds will be given for cancellations received less than two weeks prior to the program. Substitutions are accepted.

Program Registration

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Please print clearly and provide complete information:

Organization: _____

Address: _____

Name: _____ Title: _____

E-Mail: _____ Phone Number: _____

Name: _____ Title: _____

E-Mail: _____ Phone Number: _____

Please do not send pre-payment, RWHC will invoice your facility.

Please return this registration form **by May 17** to: RWHC, 880 Independence Lane,
Sauk City, WI 53583, fax: (608) 643-4936.