

MONSTER NURSING MANAGEMENT 101:



Coaching, Competencies & Measuring Outcomes



Presenter: Cella Janisch-Hartline, RN, BSN, Nursing Leadership Senior Manager, RWHC; ACC Certified Professional Coach

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

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If you would like more information about the *RWHC Clinical Education Series*, please [email Education Services Manager, Carrie Ballweg](#), or call 608-643-2343.