

MONSTER NURSING MANAGEMENT 102:

Enhancing Interpersonal Effectiveness as a Nursing Leader



Presenter: Cella Janisch-Hartline, RN, BSN, Nursing Leadership Sr. Manager, RWHC

Target Audience: Nurse managers, nursing supervisors, charge nurses or any nurse in a key leadership role or one who aspires to be in a lead position in the future

Program Description: This workshop is designed to provide tips and techniques required to be an effective nursing manager/supervisor/leader

PROGRAM OBJECTIVES – Participants will be able to:

1. Review and demonstrate assertive communication skills
2. Recognize and manage the emotions that get in the way of effective communication
3. Integrate tips to avoid communication pitfalls
4. Recognize triangulations and discuss ways to avoid them
5. Review conflict resolution skills
6. Demonstrate conflict management techniques through role playing
7. Learn John Kotter's 8 critical components of change
8. Recognize how the idea of complacency impacts the change initiative
9. Identify at least four tips for preparing, conducting and following up on performance evaluations
10. Increase overall personal and staff accountability in the workplace

Visit the [RWHC Clinical Education Series web page](#) to view all our class offerings.

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

RWHC, 880 Independence Lane, Sauk City, WI 53583

© 2017 RWHC