

The New Nurse Managers Workshop: **YOUR ROADMAP TO SUCCESS**

June 10–11, 2019 • 8:00 a.m.–4:30 p.m.
Silver Spring, MD

Agenda

DAY ONE: GETTING STARTED

8:00–8:30 a.m.	Coffee/Pastries
8:30–9:00 a.m.	Welcome, Introductions, and Program Overview
9:00–10:15 a.m.	Stepping into the Leadership Role: Managing Yourself <ul style="list-style-type: none">• Discussion of Your Self-assessment/Derailment Factors (complete in advance of workshop)• The Contemporary Nurse Manager Role and Responsibilities (Group Exercise—Workload Management)• What Followers Expect from Their Leaders• Why Emotional Intelligence Matters• How to be an Authentic Leader• Ethics and Moral Courage in Leadership
10:15–10:30 a.m.	Break
10:30 a.m.–12:00 noon	Communication and Collaboration in Leadership Roles: Bridging the Communication Chasm <ul style="list-style-type: none">• Communication Across Generations (Group Speed-Networking Exercise)• Networking and Relationship Building• Feedback is a Gift
12:00–1:15 p.m.	Lunch and ANA Tour
1:15–2:30 p.m.	Human Resource Management Basics: Recruiting and Interviewing Staff (Interviewing Exercise) <ul style="list-style-type: none">• Avoiding Discrimination• Family Medical Leave Act• What You Need to Know about Collective Bargaining
2:30–2:45 p.m.	Break

2:45–4:15 p.m.



Performance Management Coaching Staff Toward Higher Performance

Managing Performance Issues (Crucial Conversations Role Play)

- Navigating Team Conflict in Leadership Roles
- Promoting Staff Engagement

4:15–4:30 p.m.

Evaluation and Wrap-Up

DAY TWO: LEADING THE ORGANIZATION

8:00–8:30 a.m.

Coffee/Pastries

8:30–10:00 a.m.



Financial Acumen Basics

- Budgeting
- Nursing-Specific Information (staffing, equipment, etc.)
- Reimbursement
- Changes in Reimbursement Landscape

10:00 a.m.–12:00 p.m.



Strategic Thinking/Innovation Mission/Strategy Development that is Aligned from the Boardroom to the Bedside and Beyond

- Leading Using Data and EBP
- Data/Assessment (Population Health and Patient Experience)
- Fostering Innovation and Managing Resistance to Change

12:00–1:00 p.m.

Lunch

1:00–2:00 p.m.



Leader's Role in Creating a Professional Practice Environment: Quadruple Aim

- Principles of Professional Practice and Engagement
- Job Embeddedness
- Hiring for "Fit"
- Getting the Work Done through Others
- Recognition

2:00–3:00 p.m.



The Leader's Role in Staffing and Fatigue/Workplace Violence Basics and How Leaders Impact These Issues — Code of Ethics and Scope of Standards

- Nursing Shortage Predictions/Workforce Planning
- High Reliability
- Care for the Caretakers

3:00–4:00 p.m.

Wrap-up and Next Steps to Promote Your Ongoing Development



**EDUCATION
& RESOURCES**