OVERVIEW:
With no end to the nursing shortage in sight, the nursing profession does an injustice to itself by not training more leaders. In the new millennium, nursing must make a dedicated effort to nurture its young to grow into effective, motivating leaders. This course provides participants with the opportunity to acknowledge and develop professional leadership skills. In all aspects of the professional nursing practice, well-informed leadership is an essential component of effective practice development and healthcare delivery. Presentations, along with interactive exercises, will be used to support critical thinking and problem solving for some of the key challenges of a charge nurse. This training is designed to enhance essential leadership skills and lay the groundwork for development and training for charge nurses serving on the frontline of healthcare.

PROGRAM OBJECTIVES:
Upon completion of this program, participants will be able to:

- Describe the essential leadership traits for a charge nurse;
- Explain why the nurse is important in setting a positive tone;
- Understand the dynamics of the Leadership Continuum on delegating;
- Experience problem solving for some of the challenges facing a charge nurse through the use of case studies;
- Illustrate why becoming a better listener and speaker is important to achieving excellence in communication;
- Identify common behaviors that are difficult for a leader to deal with and the possible intent behind them;
- Explain strategies for dealing with difficult behaviors and resolving conflict;
- Discuss how to talk to someone even if stressed, mad, hurt, scared, frustrated, insulted, betrayed or desperate;
- Identify the five ways of “being” that are essential to effective leadership;
- Explain the practical strategies for managing a leader’s own attitude and how it influences the people that follow them;
- Explain the principles of situational leadership and examine how they would adjust their leadership style;
- Apply situational leadership and coaching to actual situations at work;
- Access their personal stress triggers;
- Identify ways to form a more reflective practice; and
- Explain practical strategies for building a resilience into their leadership practice.
AGENDA: Day 1
7:30 a.m. - 8:00 a.m.  Registration
8:00 a.m. - 8:15 a.m.  Welcome and Introduction
8:15 a.m. - 10:00 a.m.  Supporting the Environment of Care and the Basics of the Charge Nurse’s
10:00 a.m. - 10:15 a.m.  Break
10:15 a.m. - 12:00 p.m.  Delegation and Case Studies
12:00 p.m. - 12:45 p.m.  Lunch (Provided)
12:45 p.m. - 2:30 p.m.  Excelling at Communication and Dealing with Difficult People
2:30 p.m. - 2:45 p.m.  Break
2:45 p.m. - 4:00 p.m.  Connectedness, Resolving Conflict, Discussion and Q&A

AGENDA: Day 2
8:00 a.m. - 8:15 a.m.  Day 1 Recap
8:15 a.m. - 10:00 a.m.  Defining Leadership, Leadership and Management Styles
10:00 a.m. - 10:15 a.m.  Break
10:15 a.m. - 12:00 p.m.  Balancing the Messiness of Life and Building Resilience
12:00 p.m. - 12:45 p.m.  Lunch (Provided)
12:45 p.m. - 2:30 p.m.  Balancing the Messiness of Life and Building Resilience
2:30 p.m. - 2:45 p.m.  Break
2:45 p.m. - 4:00 p.m.  World Café, Discussion and Q&A, Evaluation

MEET YOUR FACULTY:
Elizabeth Larson, RN, BA, MS, Education Consultant
Elizabeth Larson has more than 40 years of experience in healthcare, including in acute care settings as clinician and manager. She has twenty years of experience in the delivery and management of adult education, including in the following key areas: instructional design, adult learning theories, competency-based learning, leadership and management of education services. As an independent consultant, she has spent the last decade presenting programs to support leadership on the frontline of healthcare and charge nurse development. She has a working partnership with chapters of the American Hospital Association to bring this programming to a broader, nationwide audience.
REGISTRATION
Online registration is preferred. VISA, Master Card, Discover or American Express are accepted. Email confirmations will be sent to all registrants who list an accurate email address.

CANCELLATION POLICY
Cancellations received in writing up to one week prior to a scheduled event will be charged a cancellation fee of $40 (per person, per event). Cancellations received less than one week prior to the scheduled event, or individuals who fail to attend, are non-refundable. Registrants who are unable to attend an LHA educational event are permitted to, and encouraged to, send a substitute without incurring a cancellation fee. Please send written notice of any substitutions prior to the scheduled event.

TRANSFER POLICY
If you are unable to attend the program for which you have registered and choose not to send a substitute, you may transfer your registration to another program. The LHA will hold your credit for a period of one year following the start date of the program for which you were originally registered. Transfers must be made in writing prior to the scheduled event, and a $40 transfer fee will be charged.

AMERICANS WITH DISABILITIES ACT
The LHA will make every effort to provide reasonable accommodations for physically-challenged attendees who require special services. When registering, please attach a written description of needs to the application.

Date: Tuesday, Aug. 20-21, 2019  
Time: 7:30 a.m. – 4:00 p.m.

If you will be paying for your registration with a credit card, register online at: https://www.lhaonline.org/event/ChargeNurse

NOTE: The Louisiana Hospital Association is not able to accept credit card payment information by phone, email or fax.

PRICE
□ Member Hospital/Person-$390
□ Corporate Member/Person-$500
□ Non-Member Hospital/Person-$600

Make check payable and mail to:
Louisiana Hospital Association – Management Corporation
9521 Brookline Avenue, Baton Rouge, Louisiana 70809-1431
Phone: (225) 928-0026

☐ Check being mailed (for fax registrants only)
Fax registration to: (225) 923-1004

Name: _______________________________________________________
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