The New Nurse Managers Workshop:
YOUR ROADMAP TO SUCCESS

June 8–9, 2020 • 8:00 a.m.–4:30 p.m.
Silver Spring, MD

November 9–10, 2020 • 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** • 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** • 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) • 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**