



Leadership for Nurses: Achieving Patient Excellence

The Chester County Healthcare Industry Partnership has collaborated with Penn State Great Valley to develop a customized certificate program covering key topics in Leadership for Registered Professional and Licensed Practical Nurses.

The purpose of this 3-day (18-hour program) is to educate participants on how to improve patient care through a better understanding of how to manage self, others, and teams. This series focuses on the development of basic leadership skills to excel. It is ideal for an LPN/RN with at least one year of experience and that has some management or leadership responsibilities.

Program Objectives

- 1) Improve critical communication and service excellence skills
- 2) Learn how to manage stress and improve focus
- 3) Improve understanding of the role of leaders
- 4) Improve coaching skills
- 5) Understand motivational techniques and their impact on performance
- 6) Learn how to use critical influence tactics
- 7) Improve ability to manage change
- 8) Acquire skills in building and managing teams
- 9) Learn how to manage conflict more effectively

Program Details

Dates: May 12, June 2, and June 23 2010

Class Time: 9am-3pm. Lunch will be provided. Students are asked to arrive by 8:30am.

Facility Location: Penn State Great Valley, 30 East Swedesford Rd, Malvern, PA 19355

Classroom Location: Main Building, Room 224

Registration Fee: \$100. Checks may be made payable to Chester Co. Economic Development Foundation (CCEDF)

Registration

Company Name				
Name of participant		Title		
Address		City		
State	Zip	County		
Phone		E-mail		
Fax		Website		
SSN (REQUIRED)		Gender (Optional)	Male/Female	
Race (Optional)		Ethnicity (Optional)		

Return completed form to by fax at 610-458-7770 or by mail to CCEDF, 737 Constitution Drive, Exton, PA 19341 to the attention of Patti VanCleave. Please do not email the form for security purposes.

Course Outline

Module 1: Managing Self	Module 2: Managing Others	Module 3: Managing Teams
<ol style="list-style-type: none"> 1. Managing Oneself through Effective Communication 2. Service Excellence Skills 3. Knowing Oneself 4. Managing Yourself (Stress and Focus Management) 5. Action Planning 	<ol style="list-style-type: none"> 1. The Role of Leaders 2. Effective Coaching (Performance and Development) 3. Understanding and Applying Motivational Techniques 4. Situational Coaching with Others 5. Influence Tactics and Change 6. Action Planning 	<ol style="list-style-type: none"> 1. Building Successful Teams - What is a Team? 2. Types of Teams 3. Model of Group Development - Actions at Each Stage 4. Team Dynamics - Survival Exercise 5. Group Decision Making 6. Team Unity - the Issue of Conflict 7. Managing Conflict (Conflict Style Inventory) 8. 5 Conflict Styles - Role Play 9. Difficult People on Teams 10. Revisit of Communication/Facilitative Behaviors 11. Action Planning 12. Wrap-up and Summary

About the Instructor

The program will be taught by Dr. William Stieber, an expert in leadership and performance effectiveness. Dr. Stieber has provided leadership training to a number of area hospitals and healthcare agencies. He has more than 20 years of experience in conducting professional training.

About the Chester County Healthcare Industry Partnership

The Chester County Health Care Partnership (CCHCP) is an initiative of the Chester County Workforce Investment Board and the Chester County Economic Development Council supported by grant funds received from the Pennsylvania Department of Labor and Industry. The Chester County Health Care Partnership’s mission is to advocate for the advancement of the health care industry through training, outreach and other strategies. The group incorporates more than 40 organizations, including hospitals, continuing-care facilities, rehabilitation facilities, other health care organizations, educational institutions and county development offices.

About Penn State Great Valley

Located just off Route 202 in the Great Valley Corporate Center, Penn State Great Valley School of Graduate Professional Studies is the largest campus in the region devoted exclusively to graduate and professional education. Over the past forty years, our innovative programming and teaching excellence have helped students advance or change their careers.

CE Notes

15 nursing CEs will be provided for those who attend the complete series. Additionally, 1.8 CEUs can be provided.

For More Information

Contact Patti VanCleave (610-458-5700 x212, pvanleave@cceconomicdevelopment.com) with any questions or for any additional information.