Charge nurses are the “go-to” resource on the nursing unit. If the charge nurse is functioning well and able to handle the many responsibilities they have, the quality of their nursing unit’s workflow improves along with the standard of patient care.

This two-part webinar series followed by an in-person program provides practical education from an experienced nurse that will help all charge nurses develop skills and succeed.

Participants will earn 1 hour of CE for each webinar attended and 3.5 at the pre-conference session.

**LEARN HOW TO BE AN EFFECTIVE CHARGE NURSE**

**How to Handle Conflict**  
*June 7, 12:00-1:00pm*  
- Why conflict happens  
- How to resolve conflict  
- The benefits & downsides of conflict for the nursing unit

**Patient Satisfaction**  
*August 9, 12:00-1:00pm*  
- The difference between patient satisfaction and customer service  
- The fundamental principles of both and where they overlap

**In-Person Session**  
*September 21, 9:00am-12:30pm*  
- Review of the role of charge nurse  
- Identify what your behavior style is and how it affects others  
- How to adapt behavior to become a more effective charge nurse

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**presenter**
Rosemary Homer, RN MBA  
Hallingan-Lynch Consulting, Inc.

**cost**
- Two webinars:  
  - Members: $50  
  - Non-Members: $75  
- In-Person Session: $175

**register**
To register, please sign up at ionl.org/page/ChargeNurse