Charge Nurses... Many Roles

Charge nurses are seen as the “Go To” resource on the nursing unit. It follows logically then if the charge nurse is not functioning well and able to handle the many responsibilities he/she is given, this does not bode well for the work flow of the unit and therefore the patient care provided. Providing practical education to develop their skills will help them succeed. (A 4-part webinar series followed by an in-person program).

WEBINAR 1 January 28, 2016, 12 P.M.
- Charge nurse defined
- 4 attributes of effective charge nurse
- Scope, functions, relationships
- Skills needed
- Resources available

WEBINAR 2 March 24, 2016, 12 P.M.
- Charge Nurse role as coach
- Feedback-ABC’s
- Definition/purpose of feedback
- Principles of effective feedback

WEBINAR 3 May 26, 2016, 12 P.M.
- What is conflict?
- Why does conflict happen? Who cares?
- Modes of resolution
- Crucial Conversation model

WEBINAR 4 July 28, 2016, 12 P.M.
- What’s the difference between patient satisfaction & customer service?
- HCAHPS -why important & what does that have to do with being a Charge Nurse?
- Guiding principles of good customer service/improving patient satisfaction

SPECIAL PRE-CONFERENCE SESSION (FACE TO FACE)
September 29, 2016, 10:30 A.M. - 1:30 P.M.
Sheraton Lisle, 3000 Warrenville Rd, Lisle, IL
Early bird rate of $150 if registered by 8/31/16.
- Identify how your behavioral style affects others.
- Identify your individual strengths and those of your colleagues.
- Identify ways to adapt one’s own behavior to be a more effective charge nurse when
- giving feedback, dealing with conflict and delegating.

Presenter:
Rosemary Homer, RN MBA
Hallingan-Lynch Consulting, Inc.

Cost:
$30 per person per webinar
$100 for all 4 webinars (register for all 4 webinars & receive a $50 discount on the pre-conference session)

Register:
For group registrations, contact IONL Executive Director Sharon Rangel at execdir@ionl.org