

## Introduction

**Leadership Fundamentals for Nurse Leaders** is a four-hour continuing education course designed with frontline nursing leaders in mind. The course improves the leadership competencies of nurse leaders through the application of core concepts to the work environment. During the course, participants examine and discuss the following concepts:

- ❖ Transitioning from peer to leader
  - ❖ Nurse leader challenges and opportunities
  - ❖ Roles of an effective nurse leader
  - ❖ Best practices for successful nurse leaders
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## Course Learning Objectives

- ❖ Employ strategies for making a smooth transition from staff nurse to nurse leader.
  - ❖ Create an individual action plan to identify challenges and maximize opportunities faced in today's complex hospital environment.
  - ❖ Improve individual and unit performance by understanding the various roles of an effective nurse leader.
  - ❖ Apply best practices for successfully leading a nursing unit.
  - ❖ Analyze the role of the frontline nurse leader in promoting a quality patient experience.
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## Course Summary

Nurses often step into leadership positions without a clear understanding of the role. The ***Leadership Fundamentals for Nurse Leaders*** course equips participants with the essential skills and tools needed to thrive in a frontline leadership position. Participants will discover strategies to transition smoothly from peer to leader, tackle common leadership challenges, and seize opportunities for workplace improvements. By engaging in dynamic instructor-led activities and using real-world scenarios, participants will be empowered to succeed.

Additionally, the course provides an overview of the key drivers of a quality patient experience and explains how patient satisfaction is measured. Finally, participants will discuss quality improvement practices that will pay dividends by driving improved patient quality and safety outcomes, as well as establishing leadership qualifications.

## The Role of the Manager

As the supervisor of course participants, you play a vital role in helping employees transfer what they've learned in training to their daily work. This document includes practical exercises designed to support you in reinforcing key concepts and encouraging the application of new skills in real workplace situations.

Successful supervisors:

- Schedule appointments with their employees to discuss their learning.
- Complete one or more exercises in this coaching guide to reinforce the application of course content to the work environment. Provide insight and feedback to help the participants accelerate their application of skills to the workplace.

## Choose Your Activity

The three activities below reinforce course content and encourage participants to apply course concepts to workplace scenarios. Select the activities that work best in your situation.



### ACTIVITY A

**Discuss Workbook Activities and Action Plan**



### ACTIVITY B

**Identify a New Assignment or Project to Promote Skill Practice**



### ACTIVITY C

**Ask the Participant to Teach Others**



## TIP – Promote CNEs

Remind your employee that this course is approved for continuing nursing education (CNE) credit. If they haven't already done so, remind the employee to complete the course evaluation and knowledge assessment on the NCharge Portal. Once completed, the CNE certificate of completion will be available for download.



## **ACTIVITY A**

### **Discuss Workbook Activities and Action Plan**

#### **Instructions:**

1. Schedule an appointment with the participant to discuss the course. Focus on the Personal Application and Action Plan activities (see below). **Ask employee to bring the Participant Workbook to this meeting.**
2. Ask the employee if they would like your input and offer additional ideas you may have.
3. Set a follow-up date to discuss successes or obstacles they experience on the job.

#### **Discussion Questions**

**See *Personal Application Activity on page 13 of the Participant Workbook.***

1. What is one challenge you are currently facing as a leader on your unit?
  - a. What are two strategies you can use to overcome this challenge?
  - b. How can I, as your manager, provide support as you work on overcoming this challenge?
  - c. Define a plan and schedule for addressing this challenge.

**See *Personal Application Activity on page 35 of the Participant Workbook.***

1. What is a known opportunity for improvement (OFI) on your unit related to the patient experience?
  - a. What are two Quality Improvement Habits that you could use to improve the performance of this indicator on your unit?
  - b. Define a plan and schedule for addressing this challenge.

**See *“Catch All” Review Activity on page 37 of the Participant Workbook.***

1. What is one leadership skill or behavior you are committed to improving right away?
  - a. How can I, as your manager, support you as you work on this professional development?

**MANAGER TIP:** Schedule a follow-up appointment on your calendars so you don't forget!



## **ACTIVITY B**

### **Identify a New Assignment or Project to Promote Skill Practice**

#### **Instructions:**

1. Review the employee's performance goals and consider current challenges in the unit.
2. Identify an assignment that will require the participant to apply the skills they learned from the course to the workplace. Consider projects related to team leadership (avoiding pitfalls; using winning strategies and best practices) or patient satisfaction. Schedule an appointment with the participant to discuss how they will apply the course concepts to the completion of the task.
3. Monitor progress and meet regularly to check-in during the project.
4. At the completion of the project, schedule a date and time to discuss what went well, the challenges encountered, and what the employee learned from this experience.

**ASSIGNMENT / PROJECT PLAN:** \_\_\_\_\_

**ISSUE TO BE ADDRESSED:** \_\_\_\_\_

**CURRENT SITUATION:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DESIRED OUTCOME:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**KEY PEOPLE AND/OR DEPARTMENTS TO INVOLVE:**

\_\_\_\_\_

\_\_\_\_\_



## **ACTIVITY C**

### **Ask the Participant to Teach Others**

#### **Instructions:**

1. Begin by asking the participant to share what they learned about the key drivers of patient satisfaction and the significance of HCAHPS scores. Next, direct them to visit [www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare) and compare your hospital's performance with one or two others. Ask them to focus specifically on survey items related to nursing communication. Finally, have the participant compile their findings and prepare a brief presentation to share with the team.
  - a. Invite team members to a meeting where they will learn about HCAHPS and patient satisfaction, followed by an open discussion.
  - b. Print copies of the results from the Hospital Compare website to share with each attendee.
  - c. Before the discussion, distribute two post it notes to every attendee. Then, in a group discussion, have each team member propose two ways in which they can improve patient satisfaction on the unit. Ask team members to make the notes encouraging and post them in the break area as a reminder.
2. Discuss the time needed for the presentation then set the date and time. Typically, 15 to 30 minutes will provide enough time to teach a key learning point for this topic.
3. Follow up by asking the employee for feedback about how the presentation was received by others.

#### **PLANNING A COMMUNICATION STYLES PRESENTATION**

**KEY LEARNING POINTS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TIME NEEDED TO PRESENT:** \_\_\_\_\_

**DATE TO BE COMPLETED:** \_\_\_\_\_