

Acting Nurse Managers

Leadership, Management and Emotional Intelligence

Two Study Days

This program has been especially designed for nurses who are occasionally required to manage other staff.

Learn how to be more

**Confident and
Competent**

in your management role.

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Attendance at this program earns you

10.5 CNE Points

as part of the
Royal College of Nursing, Australia
Lifelong Learning Program.

This educational event has been endorsed by
APEC No. 04083036
as authorised by Royal College of Nursing, Australia according
to approved criteria.
The College recommends that nurses should aim to achieve 30
CNE points per year.

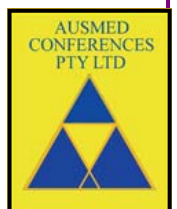


Date: Thursday, 22nd May and
Friday, 23rd May 2008

Venue: The Pavillion,
Qld Cricket Headquarters,
Allan Border Field,
1 Bogan Street,
Breakfast Creek, Queensland.

Presented by Ausmed Conferences
Enquiries: (03) 9375 7311

**An electronic version of
this program is available at
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Leadership, Management & Emotional Intelligence

*Day One, Brisbane
Thursday, 22nd May 2008*

8.30 Registration and enjoy a refreshing drink

9.00 Life Long Learning Program
Royal College of Nursing Australia

9.10 Frontline Realities for Nurse Managers

Definition of the difference between leadership and management.

- * How best to juggle management ideals with realities.
- * How to organise your own as well as the workload of others.
- * What can be done to channel negative energy into productive work?

10.15 Leadership Vision and Influence

Leadership characteristics and skills.

- * Why is it important that nurse managers demonstrate leadership qualities including emotional intelligence to positively influence nursing staff?
- * What are the obstacles to nursing leaders being able to impact on policies at a local and regional level?

10.30 Morning Tea and Coffee

11.00 Transformational Leadership & Practical Management Skills

- * How to translate your leadership vision into realistic and workable management strategies.

This session will examine key factors which motivate nursing staff and facilitate high levels of job fulfilment for you and for them.

12.00 Coaching and Mentoring Staff

- * What is the difference between a clinical teacher, a preceptor and a mentor?
- * How to incorporate teaching opportunities into your management and leadership roles?

12.30 Lunch Break

1.30 Managing Change Positively

Change is inevitable within the health service delivery system.

- * Why are staff often resistant to change?
- * Tips for overcoming resistance to change to achieve organisational and care goals.

3.00 Afternoon Tea and Coffee

3.30 Counselling Your Staff

- * Why might staff need to be counselled?
- * What are some useful guidelines?
- * How involved should you be in their personal problems?

Structuring interviews with emotional intelligence and dealing effectively with conflict.

4.15 Close of First Study Day

Aims and Objectives

The aim of this program is to offer ANUMs an opportunity to discuss and learn about the complex aspects of leading and managing nurses and other staff.

At the completion of this educational event, participants should be able to:

- Explain the difference between leadership and management.
- Describe the characteristics of effective leaders.
- Give three examples of how to translate leadership into effective management practice.
- Have a fundamental understanding of what is required to motivate staff.
- Identify complex nature of implementing change and the impediments which may occur.
- Explain the difference between emotional intelligence and emotional quotient.
- Describe some of the emotional intelligence models used in management practice.
- Be more aware of how your own emotions influence your management style.
- Reflect on how you could improve your management skills by understanding your own emotional limitations.
- Consider how to communicate better so that you are more effective in your role.

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9.00

Managing with Emotional Intelligence

- * How does emotional intelligence (EI) differ from other types of intelligence and why is it an invaluable management tool?
- * The importance of determining your own level of EI and the implications of working with people with a high degree of EI.
- * Are EQ competencies - such as self-awareness, self-discipline, persistence and empathy - of greater consequence than IQ?
- * An exploration of emotional intelligence models. How do these approaches improve management effectiveness?

10.30 Morning Tea and Coffee

11.00

Recognising Emotions in Self and Others

Self-knowledge is a valuable foundation for managing situations and people.

- * How do you come across to other people?
- * Discussion of the difference between personal and professional boundaries.
- * Reflections on the need to be resilient and recover quickly from the arousal of upsetting emotions.
- * Is it possible to manage other peoples' emotional reactions and perceptions?

12.30 Lunch Break



1.30

Organisational Aspects of Emotional Intelligence

- * What use are EQ measures in the field of human resource management?
- * Within the framework of your workplace organisation how will a high level of emotional intelligence assist with your A/NUMs management/leadership roles?
- * Organisational applications of EI and EQ.

3.00 Afternoon Tea and Coffee



Inspirational Management & Emotional Intelligence

*Day Two, Brisbane
Friday, 23rd May 2008*

3.30

Practising Emotional Intelligence in the Workplace

- * How to create an optimist culture by avoiding blame and promoting team cohesion.
- * What needs to be done to build workplace relationships and get people on side?
- * Which strategies will help you to channel negative emotions into effective work activities?
- * How can you use emotional intelligence to demonstrate that staff are truly valued?

4.15 Close of Program and Evaluations.

Your facilitator for this study day is:

Molly Carlile

RN, FRCNA, FAICD, AFCHSE, MAIPC, MACA

Molly is a registered nurse, counsellor and educator with extensive senior management and executive experience in both rural and metropolitan health services. She is currently manager for the largest metropolitan palliative care consortium in Victoria.

As well, Molly has been a divisional director in a general hospital and acting director of nursing in an aged care facility, and has held numerous unit manager positions.

Molly has a Company Director Diploma, is a Fellow of the Australian Institute of Company Directors, and is an Associate Fellow of the Australian College of Health Service Executives.

She is a passionate and motivating speaker who inspires her audiences to critically reflect on their professional practice and find creative approaches to their ongoing personal and professional development.

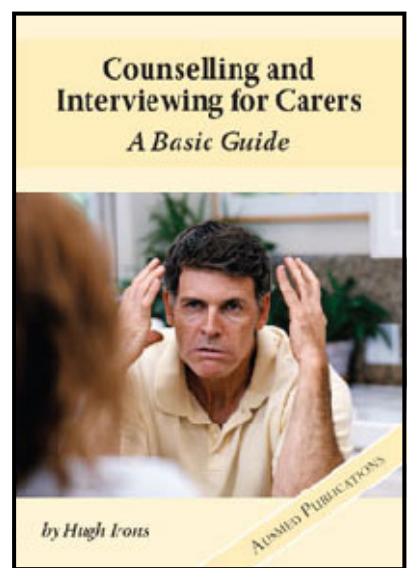
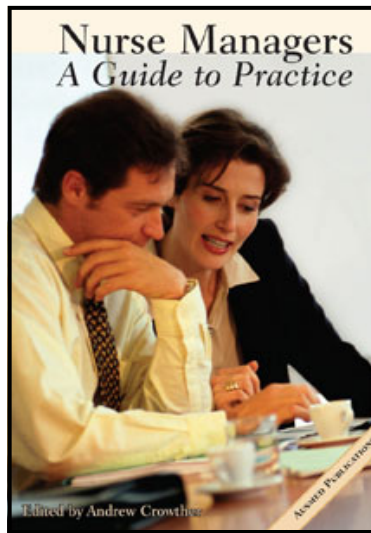
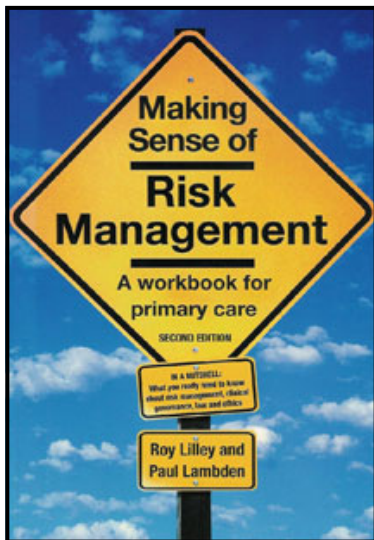
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ANUMS -Leadership, Management & EI : Brisbane

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Registration includes lunch, refreshments and education notes.

Venue:

The Pavillion
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