

TEAM BUILDING WORKSHOPS



Creating a Culture of Accountability Through Codes of Conduct

Accountability is not something you can order your employees to do. Accountability can only exist when there are clear expectations for behavior. A code of conduct is an agreement between leadership, employees, and employee-to-employee around the acceptable behaviors in the work-environment. This workshop will involve a process of creating a department specific code of conduct. This workshop is most effective in conjunction with Communication and Building an Ideal Teamwork Environment workshops.

Communication for Teams

Communication is a challenge for many workers, especially with difficult confrontational people. Communication is essential to providing quality/safe care and working together as a team. This workshop is intended to help participants to meet their moral obligation to improve their communication and teamwork for the safety of their patients. The workshop will begin with a review of the evidence based literature on communication, teamwork, and practical models for improvement. This workshop can be used in conjunction with the Accountability Workshop to create an ideal working environment.

Becoming a Top Organization

It is not easy to become a leading organization and even more difficult to stay on top. This interactive workshop involves Dr. Grossman's unique approach using: Idealize Design, affinity diagramming, brainstorming, and teamwork. Brainstorming sessions focus on pulling ideas from other successful organizations using a unique model of out of the box thinking. The end result is a strategic plan for the next 1-5 years that everyone agrees to. Once the plan is adopted work teams are formed based on the individual interests of the members. This course is most effective in conjunction with Building on Your Strengths, Communication 101, and Building an Ideal Teamwork Environment workshops.

Building on your Strengths

The most successful teams are not always branded with the same way of thinking. Studies of employee satisfaction have shown that successful teams have diversity of thought and members feel their opinions are listened to and their job assignments are based on what they do well. Based on the award winning Strengthsfinder research, this workshop will explore the unique individual strengths of your employees. This program is especially useful with a strategic planning process where future goals are identified and employees can be assigned responsibility based on their strengths and passion.



ABOUT THE INSTRUCTOR: **Michael Grossman,** DM, MSN, RN, NEA-BC

Dr. Michael Grossman brings over 30 years of nursing leadership experience to his program. He is an expert in nursing leadership and organizational dynamics. He is a university professor of nursing, career coach, and nurse consultant specializing in communication, leadership development, and mentoring. Michael is known for his dynamic presentation style and his ability to help participants tackle real-world nursing leadership challenges on the front lines.

"We had problems with difficult people, both patients and staff. Dr. Grossman helped us to reframe our approach and learn practical communication skills that helped us through these difficult situations."

Christie DiMichele, MSN, RN, NEA-BC,
Nurse Manager Hematology Unit

"A good mentor asks you the questions you can't ask yourself. It's too easy to make excuses for why you are not making more progress toward achieving what you are passionate about in life. Michael has a way of holding you accountable in a nice way. I never left a coaching session with him without a new set of tasks oriented to achieving the results I want for myself."

Karen Goldschmidt, MSN, RN
Nursing Faculty, Drexel University

"For years, I felt appreciated at work, but like I needed something more. I didn't know where or how to get there. Dr. Grossman gave me the confidence to push beyond my comfort zone, to maximize my growth potential."

Kristin Neiswender
MSN Student



For more information about our workshops or to book a workshop at your hospital contact us at:

(610) 331-8470

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The Leadership Challenge of Employee Retention

Many authors have suggested that the front-line leader is the key to employee retention. While this is true, retention is also impacted by the organizational culture, co-workers, and nature of the work. This innovative workshop will approach the challenges of retention in a systematic way from looking at recruitment strategies, candidate selection process, on-boarding, organizational culture, and strategies for retaining employees long-term. Participants will have an opportunity to develop a detailed personal plan for their organization.

Why Would I Want to Be a Leader?

Tools for Cultivating the Next Generation of Nursing Leaders

Many nurses say they never want to be a leader because of the stress, responsibility, and frustration they witness in their current leaders. Yet, nurses are leaders every day in their roles with patients, families, and other staff. The nursing workforce is aging and there may be a limit to the number of younger nurses interested in leadership positions. Cultivating an interest in leadership careers begins with nursing leaders who serve as role models and create work environments that fosters learning and development of leadership skills. This workshop will address tips for nurses to cultivate their leadership skills in their everyday work.

I Don't Get Paid Enough to Take Care of These Emotionally Difficult Patients!

Dealing with emotionally difficult patients can be one of the most challenging aspects of nursing. Difficult patients create stress to the point where nurses refuse assignments and eventually resign from their positions. This workshop is based on Dr. Grossman's research on the impact of emotionally difficult patients and families on charge nurses. The workshop will include background on the dynamics of difficult people as well as best practices and tools for overcoming these situations effectively.

Employee to Employee Hostility Putting a Stop to Lateral Violence in the Workplace

Nurses are often involved in dealing with victims and perpetrators of violent acts. Nurses themselves are not immune to violence in the workplace. Evidence suggests that nurses are more at risk of workplace violence than other healthcare professionals. Horizontal or lateral violence is prevalent in the nursing work environment and has detrimental outcomes for the employee and the organization. This workshop will explore the nature of lateral violence in nursing, the implications for healthcare, and provide practical tips for addressing this serious problem in the workplace.

Communication 101

Practical Tips for Communicating With Patients, Families, and Co-Workers

Communication is a challenge for most nurses especially with difficult confrontational people. Communication is essential to providing quality/safe care and working together as a team. This workshop is intended to help participants to meet their moral obligation to improve their communication for the safety of their patients. The workshop will begin with a review of the evidence based literature on communication and then explore practical models for communication. Opportunity will be provided to develop plans for individual, team, and organizational development of best practices in communication.

Nursing: Will We Ever Stop Eating Our Young?

Despite an alarming nursing shortage we continue to see large turnover rates in the first two years of nurses' careers. Is there something unique to the younger generation or is there something about the nursing culture that makes it difficult for novice nurses to survive? The focus of this workshop will be application of the 12 evidence based factors of employee satisfaction and how they can be applied to nursing, to retain our gifted future workforce. Participants will have an opportunity to develop an individualized plan for their own organization.

Developing Leadership on the Front Line Through a Comprehensive Charge Nurse Development Program

Many nurses say they never want to be a leader because of the stress, responsibility, and frustration they witness in their current leaders. Most middle managers move into the role reluctantly. The charge nurse, one example of middle level leadership, can be one of the most important roles in influencing an organizational culture by having the right nurse caring for the patient, serve as a clinical role model, address conflict, and deal with conflicts. This workshop will review a comprehensive program that was adopted to develop 800 charge nurses in a large inner city academic medical facility. Practical tips for participants to develop their own unit based or organization-wide program will be presented.

Always Have a Plan B:

A Step-by-Step Approach to Achieving Your Career Dreams

In a world of economic uncertainty, job security no longer exists. Seize control of your future through a Plan B — something that you can use in an emergency, as well as provide hope for an exciting future where your work is based on what you are passionate about. You can achieve your dreams, but in order to achieve them you must map out a plan. The focus of this workshop is to help you map out your dreams in a step-by-step approach to successfully achieve them. Following this step-by-step approach, participants will identify their dream career and figuring out how to make the transition to working in that career.

The Challenge of Incorporating Men into Nursing

Despite numerous efforts the number of male nurses has still not reached 10% of the workforce. In a time of nursing shortages it seems odd that we have not made a greater effort to attract more men considering the other fields of health care in which men work and have skills that could easily transfer into nursing (paramedics, corpsmen, EMT's, etc.). The focus of this workshop will be to explore the nursing profession from a male perspective. The facilitator brings over 35 years of rich experience in nursing leadership to this workshop and will help participants to map out a plan for their own organization.

Career Coaching

It is not uncommon for a job to become routine and lose the excitement it once held for you. Dr. Grossman offers individualized 1:1 Career Coaching as a process to identify your strengths, passion, and future career options. People engage in this formal process for a variety of reasons ranging from frustration with their job, a desire to do something new and exciting, help in selecting a school for further education, tips on interviewing, and guidance to start their own business. Coaching can be conveniently conducted via a one-hour phone session on a weekly basis with e-mail follow up as needed. For further details on coach package pricing or to try a free introductory session contact Dr. Grossman directly.

For more information or to book a workshop at your hospital or organization, visit us at www.NurseLeadershipBuilders.com

