## COURSE NAME: Mastering Healthcare Supervision

<table>
<thead>
<tr>
<th>Course Length:</th>
<th>48 hours</th>
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<tbody>
<tr>
<td>Prerequisites:</td>
<td>N/A</td>
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<tr>
<td>Textbook:</td>
<td>Custom Workbooks</td>
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### COURSE DESCRIPTION

This program is designed to help you as a professional develop the skills needed to be an effective supervisor in the health care arena. The program is comprised of sixteen short course modules which provide a solid foundation for newly appointed supervisors and helps more experienced supervisors advance to the next level of performance.

### COURSE OBJECTIVE

At the end of this program, you should be able to:

- **Build valuable work relationships** – acquire strategies for developing and projecting a multi-dimensional patient/customer centered framework that effectively includes all members of the health care team.
- **Develop a personal leadership style** – discover and understand your own unique style of leadership, while at the same time adding new and valuable skills through professional development and skill building activities.
- **Maintain a positive work experience** – master the art of people-centered management in active ever-changing situations.
- **Manage time and resources effectively** – learn the art of efficient and productive time management, fair and efficient delegation, and the effective use and delivery of feedback that works.
- **Interact with supervisors from other units** – become more effective in developing and using networking skills to increase your knowledge, skills, and productivity.
- **Practice inter-departmental management** – learn how to tap into the knowledge and skill sets of those around you to build an environment of caring, competency, and cooperation.
- **Create a management care plan** – enhance your own leadership style by first developing and then learning how to use a management care plan that will benefit everyone who is part of your team.
COURSE OUTLINE

Topical Modules (*each module is 3 hours*)

- Module 1  Understanding Supervisory Roles and Functions
- Module 2  Fostering Effective Communication
- Module 3  Building Collaborative Interpersonal Relationships
- Module 4  Understanding and Resolving Conflicts
- Module 5  Enhancing Your Emotional Intelligence
- Module 6  Promoting Contemporary Leadership Practices
- Module 7  Creating a Climate of Motivation and Engagement
- Module 8  Shaping Performance Expectations
- Module 9  Developing Performance Coaching Techniques
- Module 10  Giving and Receiving Feedback that Works
- Module 11  Addressing Difficult Performance Situations
- Module 12  Developing Team Skills and Responsibilities
- Module 13  Resolving Team Challenges
- Module 14  Implementing Time and Priority Management
- Module 15  Applying Systematic Problem Solving
- Module 16  Identifying and Implementing Improvement Initiatives