

# Pennsylvania College of Technology

## Workforce Development & Continuing Education

### Key Skills for Transitioning to a Nurse Manager Role HSC 403 Course Outline

**Course Description:** The current staffing crisis in most hospitals has resulted in many promotions of staff nurses into managerial positions for which they are unprepared. Many hospitals do not have nurse manager orientation programs so they are not learning the essential foundation supervisory and leadership skills every mid-level manager needs. This program is designed to equip new and experienced nurse managers with the foundation of leadership skills they need to succeed. Learn how to define leadership, identify characteristics of an effective leader, define coaching and compare it to leadership, develop a plan for the first 100 days in your new role as a nurse manager, and much more.

**Textbook:** Instructor handouts

**Prerequisites** None

**Course Length:** 12 hours

#### Course Outline:

 **After completing this course, participants should be able to:**

- Define leadership
- Identify characteristics of an effective leader
- Define coaching and compare it to leadership
- Develop a plan for the first 100 days in your new role as a nurse manager
- Discuss ways to motivate employees
- Describe reasons communication fails
- List ways you can improve communication with staff
- Name ways to manage time more efficiently
- List essentials for effective delegation
- Identify common sources of conflict for the nurse manager
- Review ways to better manage emotions and de-escalate situations
- List questions to ask yourself before confronting a disciplinary issue
- List questions to consider before deciding to terminate an employee

- Describe characteristics of an effective preceptor
- List changes you can implement to improve the effectiveness of the evaluation process
- Describe the relationship of goals to the performance review
- Identify ways to help staff improve their documentation