

# 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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Organised by  
Ausmed Conferences  
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.



**Dates:** *Thursday, 14th February and  
Friday, 15th February 2008*

**Venue**  
*Nurses Memorial Centre,  
Suite 11, 431 St Kilda Road,  
Melbourne, Victoria.*

An electronic copy of this program  
can be found on-line at  
[www.ausmed.com.au](http://www.ausmed.com.au)



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**

An examination of leadership characteristics and skills.

- \* Why is it important that nurse managers demonstrate leadership qualities which 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.

# Leadership, Management & Emotional Intelligence

**Day One, Melbourne**  
**Thursday, 14th February 2008**

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 weaknesses.
- 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, Melbourne  
Friday, 15th February 2007*

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 considerable clinical and leadership experience.

Her management experience includes working as Director Community Programs and Liaison for Gippsland Southern Health Service based in Leongatha. As well, Molly has worked as an acting director of nursing in an aged care facility and a unit manager in a general hospital.

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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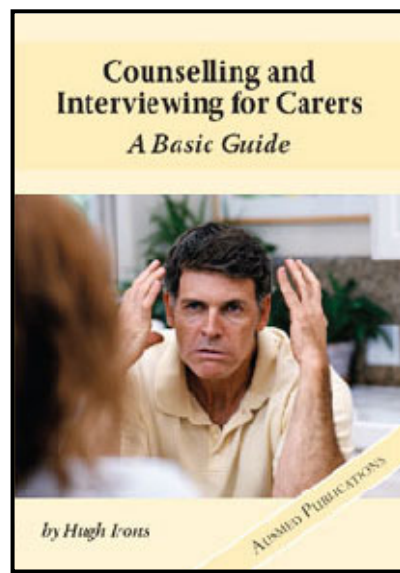
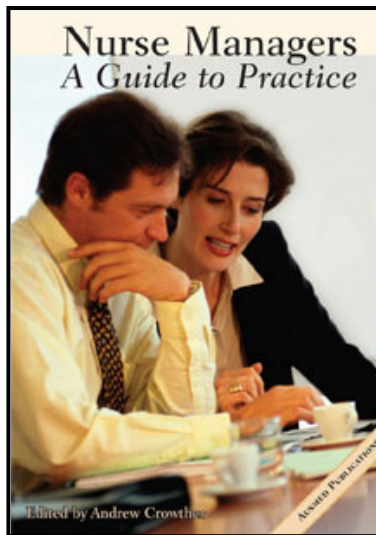
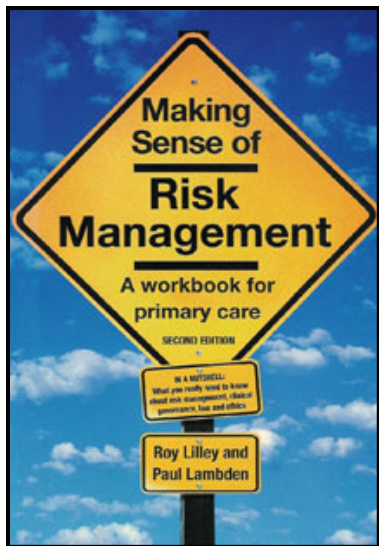
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### ANUMS -Leadership, Management & EI : Melbourne

Please register me for this event to be held at the Nurses Memorial Centre on Thursday, 14th & Friday, 15th February 2008.

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To obtain a Tax Invoice prior to paying simply register online and click the invoice option.  
Registration includes lunch, refreshments and education notes.

#### Venue: Nurses Memorial Centre, Suite 11 / 431 St Kilda Road, MELBOURNE

We recommend public transport. Tram numbers 3, 5, 16, 64 and 67. Alight at Tram Stop 23.  
Accommodation—contact Ausmed.

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