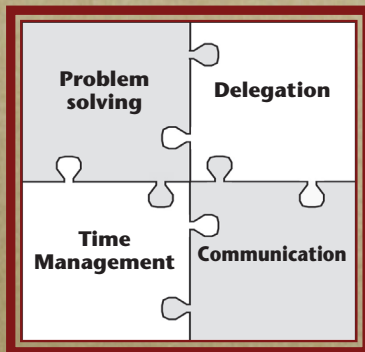


Management Skills for the Bedside Nurse

MANAGEMENT & DECISION SKILLS

FOR THE BEDSIDE NURSE



Bedside nurses today...

- * **Manage people** (co-workers, patients, families)
- * **Manage outcome achievement**
- * **Manage human, clinical, and technical processes/systems**
- * **Manage and resolve problems**
- * **Manage risk/patient safety**

Objectives

At session end, the bedside nurse will be able to engage a variety of new skills that will be instrumental in managing the quality and productivity of their workload. Specifically, participants will be able to:

- ◆ Predict recurring problems and formulate a plan to prevent or minimize future occurrences;
- ◆ Assess team independence levels and delegate tasks appropriately;
- ◆ Identify personal time wasters and create a plan to eliminate them from work and personal life;
- ◆ Demonstrate clear, effective communication skills, self-assess, and continue improvement ongoing

Program Content

Problem solving

- Identify recurring problems, obstacles to patient care outcomes, and/or gaps in service
- Who are internal customers and suppliers and why should I care what they want? The 3-question internal customer-supplier interview.
- Success planning. Simple, effective problem solving
- Failure costs and planning for prevention.

Delegation

- Fighting the Oh-just-give-me-the-mop syndrome
- Accurately assess the autonomy level of yourself and clinical and administrative partners.
- Effective delegation (Ø dumping). Part art, part science
- Authentic empowerment: How to give it. How to get it.

Time Management

- Prioritize ... according to patient care needs.
- Identify personal time wasters and make a plan to eliminate from work and personal life.
- Procrastination or decisive action: Use Pareto's 80/20 and the 1-10-100 Rule to your advantage

Communication

- Listen effectively: body language, eye contact, focused attention
- Clarify and summarize: respond to feelings; demonstrate interest; provide relevant information
- Be responsive and take responsibility for what you say
- Let go of negative communication habits (blaming, judging, commanding, confronting, and mistrusting)
- Learn to say a lot in a few words