

Online



Maine Health Care Association

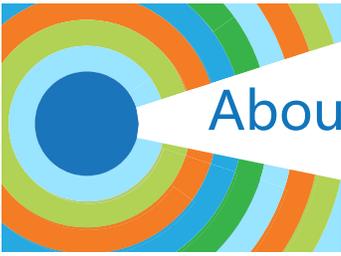
Nurse Manager Certificate Program

for Unit Supervisors and Charge Nurses (W22021)

Presented by Maine Health Care Association
February 2, 10 & 17, 2022



Maine Health Care Association, 317 State Street, Augusta, ME 04330
Tel: 207.623.1146 Fax: 207.623.4080 www.mehca.org



About the Nurse Manager Certificate Program

Clinically competent Charge Nurses and Unit Supervisors with strong leadership and communication skills are essential to delivering high quality health care to Maine’s most vulnerable seniors and disabled adults. Nurses who serve in these roles must demonstrate both clinical expertise as well as the ability to function as frontline managers, often, with little or no formal leadership and/or supervisory training.

The **Online Nurse Manager Certificate Program (NMCP)** is a 9-hour course designed by Maine Health Care Association specifically for licensed nurses who are, or will be, serving as Unit Supervisors and/or Charge Nurses in a long term care, assisted living or residential care community. The goal is to provide the tools necessary to grow their leadership and communication skills as well as develop practical strategies for becoming more proficient at building an effective team, managing conflict, navigating challenging situations, directing staff and managing performance, taking a coaching approach to supervision, and more. Clinical competencies, blended with superb leadership skills, are valuable skills for the nurse leader who is committed to ensuring the health, safety and well-being of residents as well as providing the leadership necessary to improve the stability and success of their team.

Program Format



The **Online Nurse Manager Certificate Program** is a three-day, interactive, virtual educational experience. These sessions will utilize Zoom technology. Participants should be prepared to participate with web cameras and microphones for each session. Here’s a list of the sessions we have planned:

Date	Content	Time
February 2, 2022	Communication Styles & Strategies Team Building Concepts & Methods	1:00-2:30 PM 2:30-4:00 PM
February 10, 2022	Directing Staff & Managing Performance Managing Conflict Leading Through Change, Fostering Resiliency Among Your Staff	1:00-2:00 PM 2:00-3:00 PM 3:00-4:00 PM
February 17, 2022	Qualities of an Effective Leader Coaching Supervision	1:00-2:30 PM 2:30-4:00 PM

Sponsored By



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Augusta, ME 04330
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Website: www.mehca.org

Certificate of Completion



The NMCP includes sessions designed specifically to educate nurse leaders on key concepts related to leadership. To earn credit for any session, you must use your own unique link to join and end the broadcast on time and respond to questions during the webcast. We will rely on reports generated by ZOOM for proof of attendance. After the series is complete, and attendance has been verified, a Certificate will be emailed to all eligible attendees.

Program Fee



The fee for the Online Nurse Manager Certificate Program is \$229 for MHCA Members and \$329 for Non-Members.

Questions



For questions related to the Nurse Manager Certificate Program, please contact Ashley Ellis, Director of Education at aellis@mehca.org.





Learning Objectives

Communication Styles and Strategies

Presented by Alain Bois

- Discuss keys for effective communication.
- Identify barriers that impede communication and ways to overcome them.
- Identify characteristics/behaviors associated with different communicators and ways to foster positive interactions.
- Learn how to leverage communication styles to build relationships and create a culture of collaboration.

Team Building Concepts and Methods

Presented by Danielle Watford

- Identify the essential ingredients for building a successful team.
- Understand the role of the Team Leader.
- Discuss methods for helping a group collaborate on special projects.
- Understand what's necessary to manage, reinforce and encourage movement towards the goals and objectives of a team.

Directing Staff & Performance Management

Presented by Marguerite McLaughlin

- Understand your role as a Leader in communicating expectations, providing clear direction and continuously monitoring performance.
- Discuss the secrets of delegation, flexibility, accountability and trust.
- Learn ways to provide meaningful feedback to staff regarding job performance.
- Understand ways to coach poor performance and draw out the best in others.

Managing Conflict

Presented by Mary Jane Richards and Donna Gosselin

- Understand different types of conflict in the workplace and ways to resolve them.
- Discuss methods for handling conflict and how to choose the appropriate style for the situation.
- Identify personal preferences/styles for dealing with conflict and how they affect the outcome.
- Understanding mindfulness and how your attitude and behavior can influence a positive resolution to any conflict.



C O M M U N I C A T I O N

Leading Through Change, Fostering Resiliency Among Your Staff

Presented by Yemaya St. Clair

- Understand common individual, team-level, and organization-level stressors.
- Gain tools for fostering resiliency among your teams in the face of these stressors.
- Strengthen communication skills to enhance teamwork and stay connected with employees.
- Learn strategies for effectively boosting morale.

Qualities of an Effective Leader

Presented by Danielle Watford

- Discuss the qualities, traits and skills of effective leaders.
- Understand common barriers that prevent leaders from being successful.
- Through self-awareness and group discussion, identify personal leadership strengths and weaknesses.
- Develop a plan for building upon the leadership skills of yourself and others.

Coaching Supervision

Presented by Marguerite McLaughlin

- Differentiate between Traditional vs. Coaching Approaches to Supervision
- Learn strategies for coaching staff to become successful leaders.
- Understand and employ active listening skills and improve staff collaboration.
- Become familiar with communication “rules of thumb” that help make coaching supervision work.



TOGETHER EVERYONE ACHIEVES MORE



Speakers Biographies

Alain Bois, Chief Operating Officer/Chief Nursing Officer, of Northern Maine Medical Center is on the pursuit of collaborative, common sense and courageous leadership. He was trained as a Registered Nurse in Canada and is currently pursuing a Master of Nursing in Hospital Administration through the University of Phoenix. Alain has over 20 years of unique experiences in communication, leadership, project management, strategic planning, risk management and operational efficiency. He was selected to participate in the Hanley Leadership Program in 2009 and was selected to participate in AHCA/NCAL's 2010 Future Leader of Long-Term Care. Other organizational experiences include Maine Veterans' Home, where he worked as a Director of Nursing. Alain has taught CNA classes through MSAD 33' Adult Education Program for many years. A father of four, he spends his free time between family time and pursuing his other passion of playing music as a lead guitar player. Alain brings a powerful combination of nursing and leadership experience to the service of NMMC.

Donna L. Gosselin, RN, BSN, CHC, CHPC is the Director of Corporate Compliance and Quality for Maine Veterans' Homes. Donna has 25 plus years' experience specializing in Long Term Care and has served as a leader in the industry on projects such as fall prevention, culture change, the Eden Alternative™, and implementing an electronic medical record system. She is currently certified in Health Care Compliance and Healthcare Privacy Compliance through the Compliance Certification Board with Health Care Compliance Association. Donna was certified in Gerontological Nursing for 15 years through the American Nurses Credentialing Center and displays a commitment and passion for excellence and the nursing profession. She has presented at state and regional levels and has published nationally.

Marguerite M. McLaughlin is a Skilled Nursing Facility (SNF) Quality Improvement expert, a passionate national leader and educator focused on improving the quality of care that impacts the lives of nursing-home residents. With over 30 years of experience, Ms. McLaughlin uses unique insights and experience to assist organization's transformation in care, workforce and systems change. She led the team that developed HATCh®, the Holistic Approach to Transformational Change, a person-centered change framework. HATCh® realigns care systems and ensures the voices and choices of residents are at the heart of all care to improve the quality of care and satisfaction for all who live in our nursing homes. Ms. McLaughlin also served as Vice President of Education & Member Relations at the Rhode Island Healthcare Association and worked in the nation's capital as Senior Director of Quality Improvement at the American Health Care Association. She earned a master's degree in Holistic Counseling at Salve Regina in Newport, RI and applies this knowledge to individualized care and organizational culture.



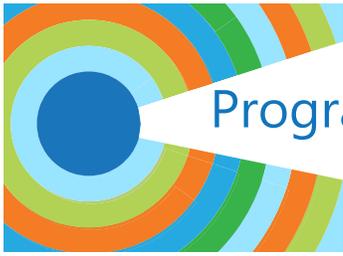
Mary Jane Richards has over thirty years of experience in working with older people with people with developmental challenges. She currently serves as the Chief Operating Officer for North Country Associates, Maine's largest provider of Long Term Care Services. North Country Associates owns and manages 26, Long Term Care, Residential Care and ICF/MR facilities in Maine and a Rest Home on Cape Cod, Massachusetts. Mary Jane has been a Licensed Nursing Home Administrator since 1992. She is currently on the Board of Directors for the Maine Council on Aging. She is a former member and Chairperson for the Nursing Home Administrator's Licensing Board, and a former Chairperson and member for the Board of Directors for the Maine Healthcare Association.

Yemaya St. Clair, NCC, LCPC-C, EAP Counselor, Work Force EAP, Northern Light Health. Yemaya earned her Master's in Counseling from the University of Southern Maine and is a Nationally Certified Counselor and a Conditionally Licensed Clinical Professional Counselor in Maine. Her work includes short-term counseling for employees, leadership consultation and coaching, critical incident response facilitation, and organizational development. Yemaya's recent focus has been supporting organizations and their employees as they navigate the unique challenges presented by the pandemic, and she has been a monthly panelist on Northern Light Health's Business to Business Conference. She serves on the boards of directors of Preble Street and two-family foundations. Outside of work, she is a big fan of radical self-care and can often be found enjoying the outdoors with her family.

Danielle Watford, MS, MS-IO, CME-OE, has dedicated her career to the improvement and sustainability of Maine's long-term care providers. Currently serving as the Director of Quality Improvement and Regulatory Affairs for Maine Health Care Association, she serves as a resource for providers with an expertise in quality improvement, regulatory application and advocacy. She holds a master's degree in both clinical psychology and industrial organizational psychology and has served as a nursing home and assisted living resource throughout the state. Ms. Watford has sixteen years' experience in long term care quality with an expertise in QAPI implementation, LTC quality measures, and an overwhelming and somewhat twisted love of data and data reporting strategies. She is LEAN SIX SIGMA green belted and is certified as a Manager of Quality in the category of Organizational Excellence.



PERFORMANCE



Program Policies & General Information

Registration Information

To enroll in this program, complete the [online registration form](#). Payment is required at the time of registration or at least 10 days prior to the start date of the program. Acceptable forms of payment include check or credit card processed securely through PayPal.

Substitutions

If a registrant is unable to attend, you may send a substitution (from the same facility). Advanced written notice of a substitution is required (at least 24 hours prior to the event). Written notice of substitutions should be sent to Ashley Ellis at aellis@mehca.org

Confirmation Notice

Watch for a confirmation notice a week prior to the start date, which will include the latest information about the event, Zoom instructions, and a link to the handouts. To help us ensure that this information reaches participants on time, please verify contact information before submitting your registration.

Certificate of Completion

To earn credit for any session you must: (1) participate in the LIVE webcast, (2) join the broadcast using your own unique Zoom link, (3) join and end the session on time, and (4) respond to questions during the session. After the series is complete, and proof of attendance is verified, Certificates will be emailed to all eligible participants.

Canceled Programs

MHCA reserves the right to cancel a program due to limited enrollment or for other extenuating circumstances. If/when this happens, we will make every effort to provide advanced notice of the cancellation (by email or phone), and a full credit or refund will be issued to prepaid registrations.

Refunds

All cancellations must be submitted in writing by emailing Ashley Ellis at aellis@mehca.org. A full credit or refund will be granted if written notice of cancellation is received at least 10 days in advance. For cancellations received 1 to 9 days prior, a partial credit or refund will be issued, after deducting a late withdrawal fee of \$50. For cancellations received the day of the program (or no shows), no credit or refund will be granted.

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