

Online

Nurse Manager Certificate Program

for Unit Supervisors and Charge Nurses (W24031)

Presented by Maine Health Care Association
February 21, 2024 to March 7, 2024





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** includes seven interactive, web-based sessions. These webinars will be offered over Zoom beginning at **1:00 PM** on the dates listed below.

Participants should be prepared to join each session using a computer or laptop that has a web camera and microphone. Here’s a list of the sessions we have planned for this year:

Date	Content	Session Length
February 21, 2024	Qualities of an Effective Leader	1:00 – 2:30 PM
February 22, 2024	Mastering Communication	1:00 – 2:30 PM
February 28, 2024	Managing Conflict	1:00 – 2:30 PM
February 29, 2024	Leading through Change: Fostering Resiliency	1:00 – 2:00 PM
March 6, 2024	Team Building Concepts & Methods	1:00 – 2:30 PM
March 7, 2024	Directing Staff & Managing Performance	1:00 – 2:00 PM
March 7, 2024	Coaching Supervision	2:00 – 3:00 PM

Sponsored By



Maine Health Care Association
317 State Street
Augusta, ME 04330
Tel: 207.623.4080
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 \$225 for MHCA Members and \$340 for Non-Members. You may [click here](#) to register for this program.

Questions



For questions related to the Nurse Manager Certificate Program, please contact Karen Michaud, Director of Education at kmichaud@mehca.org.





Learning Objectives

The Qualities of an Effective Leader

Presented by Maureen Carland

- 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.

Mastering Communication

Presented by Del Gilbert

- Five Key Communication Strategies
- Organizing Communication so you're easy to understand and follow.
- Handling difficult conversations with diplomacy and tact
- Adapting communication styles to have more effective interactions with others
- Enhancing Communication to build your Influence and connect with others.

Managing Conflict

Presented by Mary Jane Richards

- 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.

Leading Through Change: Fostering Resiliency

Presented by Heather Washburn

- 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.



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

Team Building Concepts & Methods

Presented by Maureen Carland

- 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 & Managing Performance

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.

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

Maureen Carland, MA, RN, NHA, is the Director of Quality Improvement & Regulatory Affairs at the Maine Health Care Association. Previously, she served as the Administrator at Maine Veterans' Homes in Scarborough. In that role, she oversaw all aspects of a 120-bed skilled nursing facility and a 30-bed assisted living facility. During her tenure, the facility earned the Gold – Excellence in Quality Award – for superior performance in quality care by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), becoming the first Gold recipient in the state of Maine. She is a licensed multilevel nursing home administrator and a registered nurse with 30 years of experience in the health care field. Maureen has been a Gold Award Examiner for the past 5 years and is a self-described quality assurance performance improvement (QAPI) junkie. She holds a MA in Leadership Studies as well as a BS in Nursing.

Del Gilbert is the founder of Accelerating Excellence. He equips people and organizations to thrive in the marketplace and beyond. Del has held many leadership positions in his career, including Director of Organizational Excellence and Chief Learning Officer at St. Joseph Hospital. While at St. Joseph, he ranked in the upper 20% nationally in both employee engagement and patient satisfaction. Del is the creator of the Accelerating Excellence Leadership Series and the Accelerating Excellence On-line Academy. His popular podcast, Accelerating Excellence with Del Gilbert, can be heard on Apple Podcasts, Spotify, and Google Play or at his website www.delgilbert.com. Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Master Trainer and Certified Leadership Coach. He is the author of the book , The 7 Senses of Employee Engagement: How to Be the Best Boss Your Employees Ever Had.

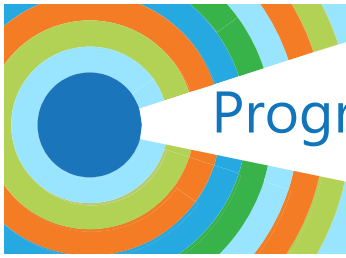
Marguerite M. McLaughlin is a Skilled Nursing Facility (SNF) Quality Improvement expert, a passionate national leader and educator focused on improving the quality of care that impacts the lives of nursing-home residents. With over 30 years of experience, Ms. McLaughlin uses unique insights and experience to assist an 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 adults and people with developmental challenges. She is currently the Chief Executive Officer for North Country Associates, Maine's largest provider of long-term care services in the state of Maine. North Country Associates owns and manages 20 long term care, residential care and ICF/IID facilities in Maine and a rest home on Cape Cod, Massachusetts. She has been a Licensed Nursing Home Administrator since 1992. Mary Jane Richards has served as chair of the Board for the Maine Council on Aging, member and chair of the Nursing Home Administrators Licensing Board, member of the Maine Elder Abuse Council and as chair and member of the Board of Directors for Maine Healthcare Association.

Heather Washburn, LCSW, CADAC, CCS, serves as a Northern Light Healthy Life EAP Counselor. Heather earned her Master of Social Work (MSW) from the University of Maine at Orono and is licensed as a clinical social worker in Maine. Heather has over 20 years of behavioral health experience, providing counseling, case management and crisis services, as well as mental health and substance use disorder services in various capacities. Heather has been in several leadership positions in her career, directing and supervising social workers, substance use treatment providers and other behavioral health professionals. Heather is a Nationally Certified Trauma-Focused Cognitive Behavioral Therapist, and provides management training, critical incident responses, and direct service to clients.





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 participate in this series, you may request a substitution (from the same facility). Advanced written notice of this change is required (at least 24 hours before the program begins). Written notice of a substitution may be sent to Lori Vigue at lvigue@mehca.org or Karen Michaud at kmichaud@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 Lori Vigue at lvigue@mehca.org or Karen Michaud at kmichaud@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 \$50 late withdrawal fee. For cancellations received the day of the program (or no shows), no credit or refund will be granted.

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