

# Key Skills

## for Transitioning to a Nurse Manager



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 two-day program is designed to equip new nurse managers – as well as those with limited experience – with the foundation of leadership skills they need to succeed. Upon completion of this training, 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
- Identify reasons why 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

***Dates, Times, and Location:***

Customized to meet your needs

***Instructor:***

Cindy Phillips, Ph.D.

**Pennsylvania College  
of Technology**

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## Instructor Bio



Cindy Phillips, Ph.D., is a management consultant with expertise in organizational development, leadership development, team building, change management, and systems integration. With over 17 years of management experience in the technology sector, she specializes in developing and implementing change initiatives that cross technical and functional boundaries, as well as strengthening leaders to direct those efforts.

Prior to becoming an external consultant, Cindy was on the senior leadership team at Acumen Solutions, a management and IT consulting firm. In addition to her business development and client relationship roles, Cindy managed many of the organizational and leadership development activities. She designed career development and training programs, helped to successfully integrate a new acquisition system, rebuilt an employee orientation program, and developed numerous employee retention initiatives. These efforts contributed to a 94% retention rate – an extraordinary metric for a high-tech, start-up company.

Cindy also held several management positions of increasing responsibility with Verizon Communications (formerly Bell Atlantic). She was known as a results-oriented leader and change agent. She was frequently recognized in this capacity for her superior problem solving, facilitation, and team-building talents. She served as an internal consultant, coach, trainer, and facilitator. Cindy completed her Ph.D. at the Fielding Graduate Institute, where her research interests included leadership development and organizational change. She also has a B.S. in Finance from Towson University and an M.B.A. from St. Joseph's University. In 2007, Cindy completed certification training at the Coaches Training Institute and received her ACC coaching designation through the International Coaches Federation.

### **For more information or to register, please contact:**

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