



PROGRAM OVERVIEW

This two-day workshop focuses on the charge nurse role and will help newcomers and experienced nurses. The program covers:

- Conflict resolution
- Effective communication
- Leadership styles
- Successful delegation
- Time management

Though it caters to the role of charge nurse, the workshop will benefit all nursing leaders seeking to enhance their leadership abilities.

PROGRAM OBJECTIVES

- Analyze practical strategies for managing a leader's attitude and its influence on staff
- Develop strategies for dealing with challenging behaviors and resolving conflict
- Discover five ways of "being," which are essential to effective leadership
- Discover practical strategies for overcoming stress and building resistance to it
- Effectively problem-solve the challenges facing a charge nurse by using case studies
- Examine why the charge nurse is essential in setting a positive tone
- Explore the principles of situational leadership and understand the effect on leadership style
- Identify common behaviors that are difficult for a leader to deal with and the possible intent behind them
- Identify the dynamics of the Leadership Continuum for delegating
- Identify the essential leadership traits of a charge nurse
- Identify ways to form a more-reflective practice
- Understand why becoming a better listener and speaker is vital to achieving excellence in communication

INTENDED AUDIENCE

- Aspiring nurse leaders
- Charge nurses
- Nurse leaders looking to improve their leadership skills

PROGRAM AGENDA

WEDNESDAY, OCT. 29

7:30 a.m. Registration

8 a.m. Welcome and introduction: Supporting the Environment of Care and the Basics of Your Role

10 a.m. Break

10:15 a.m. Delegation and case studies

Noon Lunch

1 p.m. Excelling at Communication and Dealing With Difficult People

2:30 p.m. Break

2:45 p.m. Connectedness, Resolving Conflict and discussion

4 p.m. Adjourn

THURSDAY, OCT. 30

7:30 a.m. Registration

8 a.m. Defining Leadership and Management Styles

10 a.m. Break

10:15 a.m. Situational Leadership and Coaching for Positive Outcomes

Noon Lunch

1 p.m. Dealing With Stress, Balancing the Messiness of Life and Building Resilience

2:30 p.m. Break

2:45 p.m. World Café and discussion

4 p.m. Adjourn

SPEAKERS



Heather Ries, DNP, RN-BC, CENP, is the chief nursing officer at Regional Medical Center in Manchester. Ries has been in this position for 11 years and has been employed at the medical center for 14 years. Besides directing the nursing division departments, Ries is responsible for systemwide corporate quality services, clinical risk management and patient satisfaction programs. She leads innovations in nursing retention and recruitment, patient and family engagement, and patient experience. She's been in hospital nursing leadership for over two decades, also holding various nursing leadership positions at UnityPoint Health-St. Luke's Hospital and MercyOne Dubuque Medical Center. Ries received her bachelor's degree in nursing from Mount Mercy University in 2002, her master's degree in nursing education from Clarke College in 2005, and her Doctor of Nursing Practice in health systems administration from the University of Iowa in 2019. She holds specialty board certifications in nursing professional development from the American Nurses Credentialing Center and executive nursing practice from the American Organization of Nursing Leadership.



Brandi O'Dell, MSN, RN, CPN, is a pediatric clinical education specialist at Blank Children's Hospital in Des Moines, with over two decades of experience. O'Dell began her career in the pediatric intensive care unit and later transitioned to pediatric oncology nursing, where she quickly became a unit-based educator. Her work spans inpatient pediatrics, pediatric oncology, the pediatric infusion center and pediatric outpatient clinics. O'Dell holds a bachelor's degree in nursing from Upper Iowa University and a master's degree in nursing from Walden University. She is a certified pediatric nurse and has maintained her chemotherapy/biotherapy provider certification through the Association of Pediatric Hematology/Oncology Nurses since 2006. O'Dell has led educational initiatives and clinical improvement projects to enhance patient safety, standardize nursing practice and support professional development. Her contributions include guiding the implementation of new medical technologies, coordinating large-scale clinical rollouts, and developing and maintaining evidence-based nursing policies, standards of care and oncology standard operating procedures. O'Dell has taught

change management for the Society of Pediatric Nurses Leadership Skills Development program, supporting the growth of nurse leaders nationwide. She also co-wrote "Acute Lymphoblastic Leukemia Handbook for Families" to support patient and family education in pediatric oncology.

REGISTRATION

Register online at www.ihaonline.org.

IHA member – \$300

IHA associate members – \$319

Non-IHA member – \$394

CONTINUING EDUCATION

IHA will provide a certificate of attendance upon completion of the program evaluation and strongly encourages nurses to retain a program brochure as documentation of their participation. Nurses determine whether course content meets the Iowa Board of Nursing's criteria for appropriate continuing education.

PROGRAM MATERIALS AND RECORDINGS

This is a paperless conference. Conference materials will be emailed and available in your IHA account. This program will not be recorded.

PROGRAM LOCATION

IHA Conference Center, 100 E. Grand Ave., Des Moines.

- If you have dietary restrictions or allergies, email iharegistration@ihaonline.org.
- Dress for the conference is business casual. Layered clothing is recommended for your comfort.

LODGING

IHA has a discounted corporate rate that attendees can use for overnight accommodation. The discounted rate is offered to IHA event attendees on “non-last room” availability, meaning there are times when this rate will not be available because of high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID number.

Corporate rate: \$139 per night plus taxes

515-280-3828

Corporate ID: IXNR

CANCELLATION/REFUND POLICY

- Cancellations and substitutions are welcome anytime. Email cancellations and substitution requests to iharegistration@ihaonline.org.
- IHA will refund cancellations received 10 or more business days before the conference.
- IHA will charge a \$50 administrative fee to cancellations received six to nine business days before the conference.
- IHA will not refund cancellations received five or fewer business days before the conference.
- IHA will calculate refunds by the date received and the IHA business days remaining before the conference.
- IHA may cancel the conference because of low enrollment. If so, IHA will notify preregistered participants and provide full refunds.

ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or treated differently than others because of the absence of auxiliary aids and services. If you need auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, contact the IHA Education Department at 515-288-1955.