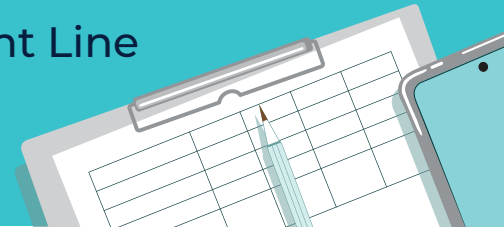




Iowa Hospital Association
CHARGE NURSE
LEADERSHIP DEVELOPMENT WORKSHOP

The Role of the Leader on the Front Line
August 5 & 6



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 help all nursing leaders looking 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 the dynamics of the Leadership Continuum for delegating
- Identify ways to form a more-reflective practice
- Name common behaviors that are difficult for a leader to deal with and the possible intent behind them
- Name the essential leadership traits of a charge nurse
- 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, AUG. 5

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, AUG. 6

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, has been the chief nursing officer at Regional Medical Center in Manchester for 11 years and has worked there for 14 years. Besides directing the nursing division's departments, she manages systemwide corporate quality services, clinical risk management and patient satisfaction programs. Ries 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 and has also had 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 been certified by the Association of Pediatric Hematology/Oncology Nurses as a chemotherapy/biotherapy provider 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 supporting 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 on completion of the program evaluation and strongly encourages nurses to keep a program brochure as documentation of their participation. Nurses decide whether course content meets the Iowa Board of Nursing's criteria for 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.

LODGING

IHA offers a discounted corporate rate for overnight accommodation. IHA offers event attendees a discounted rate for “non-last room” availability, meaning it may not be available at times due to high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID:

[Staybridge Suites Des Moines](#)

Corporate rate: \$139/night plus taxes

515-280-3828

Corporate ID No.: IXNR

[Des Moines AC Marriott East Village](#)

Corporate rate: \$177/night plus taxes

515-518-6060

Corporate ID Code: 3QR

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 for cancellations received six to nine business days before the conference.
- IHA will calculate refunds by the date received and the number of IHA business days remaining before the conference.
- IHA will not refund cancellations received five or fewer business days 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 not to exclude, deny services, segregate or treat anyone with a disability differently because of the absence of auxiliary aids and services. If you need auxiliary aids or services under the Americans With Disabilities Act to attend this conference, contact the IHA Education Department at 515-288-1955 or iharegistration@ihaonline.org.