Dauntless Leadership: Building a Team of Dauntless Nurses
Tuesday, September 19, 2017 / 9 am-1:15 pm / Check in 8:45 am

Pelham Medical Center / Main Hospital
Meeting Rooms 1 & 2
250 Westmoreland Rd, Greer, SC 29650

Target Audience -
Licensed Nurses

Continuing Education Credit -
Licensed Nurses
Upstate AHEC is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. Upon successful completion of this program, attendees will receive 4 contact hours.

Successful completion of this program requires attendance for at least 90% of the course and a completed evaluation by the participant within 10 calendar days of the program date.

Learning Outcome - Nurses will learn how to recognize uncivil behaviors, gain confidence in handling conflict and confrontation, and create a plan that supports nurse and patient safety.

At the conclusion of this program, each participant will be able to:
• Define dauntless leadership.
• Discuss the impact of dauntless leaders.
• Identify barriers to dauntless leadership.
• Examine conflict in the workplace.
• Identify and practice dauntless communication.
• Create a personal plan for building a team of dauntless nurses.

Instructors -
Deborah L. Cox, MT (ASCP), MBA, MS-CM, Principal - CoMass Group, LLC and Dianne M. Jacobs, MSN, RN, Principal - CoMass Group, LLC

CoMass Group, LLC is an Atlanta-based training and consulting firm that provides solutions for healthy workplaces by helping clients improve communication skills and address issues of disruptive behaviors within their organizations. Combining extensive communications and conflict management training with in-depth understanding of the role of psychology, sociology and culture in creating trusting relationships, the company offers programs for healthcare institutions designed to foster an environment of mutual respect and professionalism.

In addition, CoMass Group’s programs are designed to improve the quality of the workplace culture, decrease costly turnover and help organizations meet accreditation standards for healthy workplace initiatives.
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All participants will receive access to “Spotlight on Healthcare”, an online video simulator that allows participants to view and respond to scenarios that nurses often experience. Participants will have access to practice for a full month once they get logged in to Spotlight, facilitating the hard wiring of communication “muscle memory.” Participants will also receive the book, “The Dauntless Nurse: Communication Confidence Builder.”

The world needs nurse leaders who are bold, valiant, audacious, and courageous. In “The Dauntless Nurse: Communication Confidence Builder” you’ll learn to pro-actively address and eliminate the trivial and unnecessary frustrations that distract and undermine your confidence. You’ll learn how to professionally respond to a multitude of human gestures: how to join a new group, communicate professionally, and become a master in constructively handling conflict and confrontation. Filled with tools and tips on how to communicate assertively and understand workplace culture, this book gives nurses the knowledge and skills needed to confidently address experiences and behaviors that leave them feeling undermined or uncertain. Understanding why these behaviors occur diminishes their effect. Knowing how to respond hardwires your muscle memory. And reading scenarios of how other nurses have effectively handled similar situations builds the confidence that is characteristic of a Dauntless Nurse - you! Nurses who learn this material will be as confident in their communication skills as they are in their clinical skills per the AACN standards.

Program Fee -
$40 for Upstate AHEC Members
$150 for Non-members
Please register before August 26th so course materials can be ordered.

To Register -
Visit www.upstateahec.org
For registration questions, please call 864.349.1160

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