

“You’re Willing to Lead...Let’s Chart the Course”

Powerful Principles and Practical Skills for Effective Communication and Conflict Management

This unique one day leadership development program is designed and presented by Mary J. Connaughton RN, MS, Principal of *Connaughton Consulting*. The goals of the program are:

1. to provide diagnostic tools for nurse leaders to assess their own leadership strengths and areas needing improvement
2. to learn and apply practical skills of communication and conflict management

The target audience is nurses who have assumed informal leadership roles on their unit or who were hired into supervisory or program roles such as Access Nurses or Program Leaders. There are high expectations to support efficient, effective clinical operations and implement change, but with minimal preparation, mentoring or support.

This program is for you if some of these 10 common observations match your experience

- You were tapped to be a leader on your unit because of your excellent clinical skills but have had no training or development in how to be an effective leader
- You have been given a great deal of responsibility but lack authority to get things done...how do I address performance issues I witness if I am not the manager?
- You have a fear of conflict...or avoid it because you don’t know what to say
- You know your communication is not always effective, especially under stress
- You struggle with the challenges of being a friend to your peers working side by side one day, then the next day you are “in charge”
- You sometimes struggle to find the courage to do the right thing when you know some people will be unhappy with you
- You are repeatedly challenged by certain personality types
- You sometimes feel that you get sucked into other people’s problems
- You’ve asked yourself this question: “How am I supposed to bring about change with resistant people who do not report to me?”
- You get caught in situations where there is conflict between the interests of one individual or unit and the greater good of the organization

Mary is an experienced and highly regarded nurse consultant, executive coach and teacher. She creates a welcoming and confidential learning environment in which leaders from diverse roles and organizations have an opportunity to learn, share and network...and, most importantly, expand their leadership capability.

To learn more about this program, please visit www.connaughtonconsulting.com

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