

# A Practical Guide to Leadership Development: Skills for Nurse Managers



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## Learning objectives

- Define the differences between the role of manager and leader
- Identify three tasks of leadership
- Identify key leadership issues in the healthcare environment
- Discuss the necessary competencies for being a healthcare leader
- Describe the benefits of maintaining high standards of professionalism
- Identify business skills that leaders need competence in
- Discuss strategies to improve competence in business skills
- Explain the concept of systems thinking
- Discuss how healthcare leaders can use systems thinking to improve their organizations
- Identify common problems presented by written and verbal communication
- Determine strategies for improving communication
- Examine factors in the healthcare workplace that hinder positive work environments
- Discuss strategies that create a healthy work environment
- Determine how organizational culture and climate affect leadership
- Describe how different leadership styles can be used to suit the situation
- Explain the concept of performance management
- Discuss how leaders can use the concept of performance management to aid the professional development of staff
- Identify ways to resolve performance problems
- Discuss the use of coaching to improve employee performance and development
- Identify how mentors can influence employees' professional development
- Explain the concept of change management
- Examine the role leaders can play as change agents
- Discuss ways to create an environment that supports change
- Explain the role of a project manager
- Determine strategies that will help projects become successful
- Determine factors that contribute to retention
- Discuss the leader's role in promoting retention
- Discuss the benefits of establishing a leadership succession program
- Identify strategies to create the next generation of leaders