

**Join Our Mailing List
For Future Course Offerings:**

Employer _____
Job Title _____
Name _____
Address _____
City _____
State _____ Zip Code _____
Telephone # _____ - _____ - _____
Cellular # _____ - _____ - _____
Fax # _____ - _____ - _____
Email _____

Epicare Associates, Inc. provides outsourced training to healthcare organizations and corporations specializing in clinical and staff development programs. Epicare utilizes clinical experts for all of their programs.

All programs are updated to meet the latest regulations for training by OSHA, TJC and applicable State Agencies

INQUIRIES:

Epicare Associates, Inc.
585 Bloomfield Ave. Suite 5C
West Caldwell, NJ 07006
Office: 973-228-4250
Fax: 973-228-6603
www.epicare.com

Privacy Statement

Epicare Associates, Inc. reserves the right to make changes in speakers, and/or schedules. We are not responsible for problems stemming from registrants' organization's hardware or telecommunications services. Recording of conferences and webinars is strictly prohibited. If any meeting is cancelled, for any reason, including acts of God, strikes, etc., the liabilities of *Epicare Associates, Inc.* is limited to a full refund of tuition and fees only.

Cancellation Policy

Epicare reserves the right to cancel any program, at any time. If a class is cancelled due to insufficient enrollment or unforeseen circumstances, a full refund will be provided.

For participant cancellations:

- » You may send a substitute; however, you must call or email and give Epicare that person's name ahead of time.
- » Cancellations permitted up to 14 calendar days prior to the event, full registration refund less \$75.00 administrative charge.
- » Cancellations up to 7 calendar days, 50% refund.
- » No refunds will be issued 7 calendar days prior to the event.

Certificates

Your fee includes a contact hour certificate. Replacements are \$5.00 each.



Presents

Manager

This three day intensive program is designed to develop the leadership and management potential of experienced healthcare professionals.



Offering to Organizations for On-Site Training of their Employees

Our Programs include orientations, cross training and continuing education.

Purpose

At the completion of this course the participant will be able to:

- ❖ Differentiate between leading and managing.
- ❖ Utilize assertive communication and conflict resolution techniques.
- ❖ Apply basic financial management principles.
- ❖ Delegate effectively to staff in assignment planning and follow-up.
- ❖ Navigate the process of interviewing, orienting, coaching and evaluating staff.
- ❖ Fosters positive team building skills
- ❖ Explain the legal issues that commonly effect managers.

Who Should Attend

- ⌘ New Nurse Managers, Charge Nurses and Supervisors
- ⌘ Nurses who would like to be Managers.
- ⌘ Professionals who would like to expand their ability to manage within the clinical setting including:
 - ✓ Nurse Practitioners
 - ✓ Clinical Nurse Specialists
 - ✓ Patient Educators
 - ✓ Allied Health Professionals

Agenda

Day 1

7:30 – 8:00am	Introduction/Breakfast
8:00 – 9:00am	Leading versus Managing: A Theory Overview
9:00 – 9:45am	Understanding Corporate Culture
9:45 – 10:00am	Break
10:00 – 11:00am	Regulatory Agencies and Professional Practice
11:00 – 12:00pm	Effective Delegation
12:00 – 1:00pm	Networking Lunch
1:00 – 2:15pm	Communication Skills for Managers
2:15 – 2:30pm	Break
2:30 – 4:00pm	Conflict Resolution

Day 2

8:00 – 9:00am	Budgeting
9:00 – 10:00am	Staff and Scheduling
10:00 – 10:15am	Break
10:15 – 12:00	The Hiring Process and Interviewing
12:00 – 1:00pm	Networking Lunch
1:00 – 2:00pm	Orienting New Staff and Competency Assessment
2:15 – 2:30pm	Break
2:30 – 4:00pm	Performance Evaluation
and Documentation	

Day 3

8:00 – 10:00am	Teambuilding
10:00 – 10:15am	Break
10:15 – 11:15am	Effective Meetings
11:15 – 12:00pm	Strategic Planning and Goal Setting
12:00 – 1:00pm	Networking Lunch
1:00 – 3:00pm	Legal Issues for Managers
3:30 – 4:00pm	Summary/Evaluation/ Presentation of Certificates

20.0 contact hours is awarded for this three day course.

Faculty

SALLY ANN CORBO, Ed.S, APN-BC, NEA-BC

Sally is the President of Epicare Associates, Inc. a consulting firm specializing in outsourced training for healthcare organizations. She has an extensive teaching background and was previously the Director, Nursing Education at The New York Hospital-Cornell Medical Center. She also served as clinical faculty for JCAHO and adjunct faculty at Seton Hall University. Additionally, she has published numerous journal articles and maintains a private practice as a psychiatric advanced practice nurse. She is certified by the American Nurses Association as a Clinical Specialist in Adult Psychiatric and Mental Health Nursing and Nursing Administration Advanced.

STEVEN BACKFISCH, JD

Steve is a partner with Lindabury, McCormick, Estabrook and Cooper, PC located in Westfield, New Jersey. He has twenty-five years of experience in civil litigation, including employment, product liability, catastrophic personal injury, and medical malpractice defense.
