

ADVANCED PRECEPTOR SERIES:

Advanced Communications & Generational Issues in the Health Care Work Setting

May 11, 2010
9:30 am - 2:30 pm
(Registration 9:00 am)

Southern Regional AHEC
Gerald Strand Auditorium
1601 Owen Drive
Fayetteville, NC 28304

**SOUTHERN
REGIONAL AHEC**
AREA HEALTH EDUCATION CENTER

In affiliation with Duke University Medical Center
Part of the NC AHEC Program
www.SouthernRegionalAHEC.org

Target Audience

RNs and any healthcare professional involved in the continued development of their skills as preceptors, teachers, or mentors; and RNs who precept student nurses at the 2009 Nursing AHEC Clinical Site Development Grant approved sites.

Description

Communication is a taken-for-granted aspect in many facets of nursing work. Outside of patient care, nurses tend to be lax about assuring they are communicating effectively with others. When you are educating and training new staff or students, ineffective communication can be just as disastrous as it is when caring for patients and families. For the preceptor and preceptee, communication is basically seen as oral interactions around the care they provide and ideally, conversations/discussions about the quality of the preceptee's performance. In reality, the role of communication can be more strategically utilized in making the precepted teaching and learning experience more efficient and effective. In this session, participants will examine the core elements of communication related to the precepted teaching and learning experience beyond the simple completion of checklists and formatted evaluations.

Developing communication skills beyond the basics includes communication about individual characteristics that influenced the experience; the impact of the preceptor-learner-manager/faculty triad on the experience and practice setting; development and prioritization of opportunities to improve the precepting process and setting; case anecdotes that can be shared with other settings in the organization for process improvement of precepting experiences; and development of research or evidence-based practice projects to improve precepted experiences.

Much has been said in the past decade about the generational differences that occur in a typical workplace. The healthcare setting is awash with generational differences in each level of healthcare staff. For nurses, it is important to consider generational issues as part of the overall culture of providing care. This consideration is important not only for the patients they care for but also for the staff they encounter on a

daily basis. Participants in this workshop will examine the concept of generational differences with nurses and how their perceptions of difference in the context of generation and age can facilitate and hinder their interactions, care provision and satisfaction in working with others. Especially in relation to educating new staff, precepting students and facilitating the optimal performance of all of the members of their team.

Behavioral Objectives

1. Review the basic elements of communication in the preceptor-preceptee-supervisor triad;
2. Examine the communication landscape for the preceptor-preceptee-supervisor triad to identify areas being under-communicated in their settings;
3. Explore why communication (beyond the daily oral communications) basic forms and checklists are essential to maximizing the educational experience for the preceptor and preceptee;
4. Select an area where you want to build advanced communication skills in a setting and a learning plan which includes a communication plan to assure both learning and communication occur.
5. Describe the term "generational differences" in the work setting and how differences might influence care, interactions and role satisfaction;
6. Explore the relationship between quality of care, medical error, and communication in terms of generational differences and why the perceptions of generational difference might be a factor in how nursing staff work as a team to provide care;
7. Examine the potential impact of generational differences on the teaching-learning relationship between a preceptor and preceptee;
8. Develop individual and collective strategies for minimizing/eliminating the impact of generational differences in the triads of preceptor, preceptee and nurse manager; or preceptor, preceptee and faculty; and
9. Reflect on your own perceptions of generational differences and how they might influence your interactions with new staff or students.

Faculty

Donna W Bailey, PhD, MN, RN
Teaching and Learning Consultant
Center for Faculty Excellence at the University of North Carolina.

Credit

4.0 Contact Hours, CNE will be awarded to participants who attend 100% of this event. Southern Regional AHEC is approved as a provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Planners and presenters have declared there are no conflicts of interest to disclose.

** This program is being offered in collaboration with the UNC-Chapel Hill School of Nursing.*

Registration Fee

This workshop is FREE to RNs who precept at one of the 2009-10 SR-AHEC Grant Clinical Sites. Funding for these participants is provided through the NC AHEC Program Clinical Site Preceptor Development Grant. If you qualify, please indicate which school of nursing you are precepting for on the registration form.

All Others: \$40 if payment and registration are received by May 4, 2010, \$50 thereafter.

Registration fee includes lunch for all participants.

Our Promise to You

Southern Regional AHEC strives to offer the highest quality educational programming. If, for any reason, these programs do not meet your needs, please let us know. We value your feedback and will resolve the issue to your satisfaction.

Tobacco-free Policy

Southern Regional AHEC has joined other health care organizations across North Carolina as a tobacco-free campus. We appreciate your cooperation.

Americans with Disabilities Act

If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act of 1990 in order to attend this program, please call (910) 678-7240.

Questions and Suggestions

Please contact Andrea Novak at Southern Regional AHEC by e-mail at Andrea.Novak@sr-ahec.org or by telephone at (910) 678-7216. For information on program registration, call the registrar at (910) 678-7226. Payment must be received prior to the start of this program in order to attend.

Substitutes/Refunds/Transfers

If you register for a program and are not able to attend, you may:

- Cancel 48 business hours before the program and obtain a refund check for 70% of the registration fee;
- Cancel 48 business hours before the program and receive a voucher for 100% of the registration fee for use at one future Southern Regional AHEC programs;
- Cancellations less than 48 business hours before the program are nonrefundable.

If you register for a program that you don't attend and don't pay, you will be billed for the full amount of the program registration fee.

Registration

Phone: 910-678-7226 Fax: 910-323-0674

This form may be duplicated.

Online: <http://aheconnect.com/registration/srahec>

Or, send this form by mail:
SR-AHEC, Attention Registrar
1601 Owen Drive • Fayetteville, NC 28304

Advanced Preceptor Series

CASCE #29836 / NU100511

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Payment Policy (Requires Initialing)

Southern Regional AHEC requires full payment for all programs prior to the program date. If an organization is paying, a supervisor's written verification of approval or a copy of a purchase order must be presented with the registration form.

_____ I have read and understand this statement. (Please initial)

Special Need: _____

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To qualify for a free registration, please indicate the school of nursing you are precepting for and the clinical site:

School: _____

Clinical Site: _____

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