Colorado Health Care Association & Center for Assisted Living

Elevating Care

Presented and Sponsored by:

Effective Communication Skills for Nurses

TUESDAY, OCTOBER 29, 2019

Colorado Health Care Association
225 E. 16th Ave, Ste. 1100, Denver, CO 80203
9:00 am - 3:00 pm
Members: $75 | Non-Members: $225

CERTIFICATE OF ATTENDANCE

TARGET AUDIENCE:
Nursing Professionals and Nurse Supervisors

COURSE OBJECTIVE:

Being a great nursing supervisor in long term care requires many skills.

One of the most important abilities a nurse can posses is being an extremely skilled communicator.

Nurses need to communicate with compassion and caring to residents, with a spirit of teamwork with families and staff, and with respect and tact with those they supervise.

Learn important tips to improve communication in these three areas to benefit yourself and those around you.

Join this fun, very interactive class, and learn to put your best WORDS forward.

Topics To Be Covered:

- Identifying key components of good personal relationships
- Improving your communication with residents
- Creating a team atmosphere with family members through positive interactions
- Sharing tools with staff to appropriately deal with family member concerns
- Creating successful teams through good staff communication
- Learning how to be straightforward and honest with staff when there are problems-and still keep your employees
- With the added bonus of improving your communication in all areas of your life

SPEAKER: DONNA SINGER

Donna Singer weaves a unique blend of common sense, humor, personal experience, and professional training into a presentation that is sure to educate and entertain! Donna has a Masters degree in Gerontology and is a certified Eden Alternative Associate. She has worked in the field of aging for over 35 years, including work in long-term care facilities. Donna served for 10 years as a training specialist on abuse prevention for the DRCOG Long-Term Care Ombudsman Program. Her speaking business "Caring about Care" is dedicated to improving the care of our nation's elderly through education. Donna is a well-known professional speaker and trainer on staff motivation and variety of long-term care issues.

To register for this or any class, visit https://www.cohca.org/events/calendar