**Charge Nurse Workshop**

**2023 Agenda**

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| **TIME**  | **TOPIC**  | **PRESENTER**  |
| 0700 – 0730   | The Charge Nurse Role  | CNW Facilitators   |
| 0730 – 0815 | Day to Day Responsibilities | CNW Facilitators   |
| 0815 – 0900  | Throughput Management  |  Administrator on Duty |
| 0900-0930 | Nursing Chain of Command & Resources |  CNW Facilitators |
| 0930-0945 | Break |  |
| 0945-1045 | Conflict Management & Working with Different Personalities | Robin Helm  |
| 1045-1115  | The Patient’s Perception & Service Recovery |  Patient Experience Team |
| 1115-1200  | Just Culture & Event Reporting | Patient Safety Team |
| 1200-1230  | Lunch |  |
| 1230-1315  | High Risk Low Volume Situations  | CNW Facilitators  |
| 1315-1400         | Emergency Management    |  Fran Zondlo   |
| 1400-1415 | Break |  |
| 1415-1500 |  Budget Considerations | Leadership (Finance)  |
|   1500-15:30  | Evaluation/ Closing  | CNW Facilitators  |