

REGISTER EARLY AND SAVE!



New Hampshire Nurses' Association
210 N. State St. Suite 1-A
Concord, NH 03301



New Hampshire Nurses' Association

FALL CONFERENCE & Annual Meeting

Harnessing the Power of Nursing



October 26, 2011
SERESC Bedford NH

www.NHNurses.org
603-225-3783

CONCURRENT SESSIONS & SPEAKERS:



DOCUMENTATION and Malpractice Prevention **Wendy Wright, MS, APRN, FNP, FAANP - Wright & Associates Family Healthcare**
Nurses are performing more services and working with more and more patients. In addition, the number of malpractice claims made against health care professionals is on the rise. It is essential that the healthcare professional take all possible steps to avoid being at the receiving end of a malpractice claim; including improved documentation.



MEET or TWEET : MULTI GENERATIONAL COMMUNICATIONS **Paula Johnson, RN, BSN, MPA - Dartmouth Hitchcock Medical Center**
There is currently a wider age range represented in the workforce than ever before. Learn how these multiple generations working as peers communicate, give and receive feedback, and view work-life balance.



NURSING ACROSS CULTURES: Effective Healthcare Communications **Lynn Clowes, NH Minority Health Coalition**
This workshop will examine health disparities by race, language, and culture; lay out both components of and resources to support effective communication across cultures. Attendees will be encouraged to participate in a lively discussion.



CONFIDENT COMMUNICATIONS for Creating Positive Workplaces **Beth Boynton RN, MS - Consultant - Confident Voices**
Speaking up assertively is essential for providing safe, quality care as well as pursuing long term, rewarding careers. Yet confident communication requires behavioral changes that are much more complicated than meet the eye. This interactive workshop will explore the practice of assertiveness in the context of real-world nursing challenges.



DEALING WITH DIFFICULT PEOPLE **Jack Agati, Encouraging Concepts Associates**
We all manage or otherwise deal with "difficult" people. What do you do when basic 'conflict resolution' efforts are ineffective? Jack presents a two-fold program which provides us with a practical approach that works.

Guest Speaker

**Donna
Cardillo, RN**



Donna Cardillo is the Career Guru for Nurses. She is the 'Dear Donna' columnist for Nursing Spectrum magazine and the former Healthcare Careers Expert at Monster.com. Donna is also an "Expert Blogger" at DoctorOz.com, the first and only nurse blogging there. She is an author, thought leader, humorist, and legendary cut-up.

KEYNOTE: Nurse Power! *Communicating Your Value, Promoting Your Worth*

This uplifting program is designed to remind nurses of their own greatness and empower them for future success. It's guaranteed to make nurses feel good and proud about who they are, what they do, and how they contribute to healthcare. Get ready to be pumped up, turned on, and super-charged with Nurse Power!™

ENDNOTE: Nursing - *The Future is Ours!*

Nursing and healthcare stand at the precipice of radical change. As such, a unique opportunity presents itself for us to take on a larger and more pivotal role in healthcare beyond anything that most of us could have ever imagined. As this new role takes shape, nurses will need to change their way of seeing themselves, their profession, and their capabilities. It's time to stop whining and start owning our power!

Directions at www.SERESC.net

Harnessing the Power of Nursing

Communicating with Confidence

October 26, 2011 8:00-4:30 SERESC 29 Commerce St. Bedford, NH

AGENDA

- 8:00 **REGISTRATION** - Continental Breakfast - Exhibits - Networking
- ANNUAL MEMBERSHIP MEETING**
- 9:00 **WELCOME** - NHNA President, Anita Pavlidis, MS, RN
- 9:15 **KEYNOTE: *Nurse Power*** **Donna Cardillo**
- 10:45 **BREAK** - Networking & Exhibits
- 11:00 **CONCURRENT SESSIONS**
 - A Documentation & Malpractice Prevention** **Wendy Wright**
 - B MultiGenerational Communication** **Paula Johnson**
 - C Nursing Across Cultures** **Lynn Clowes**
- 12:15 **LUNCH** - Networking & Exhibits
- 1:15 **CONCURRENT SESSIONS**
 - D Confident Communications** **Beth Boynton**
 - E Dealing With Difficult People** **Jack Agati**
- 2:45 **BREAK** - Networking & Exhibits
- 3:00 **ENDNOTE: *Nursing - The Future is Ours*** **Donna Cardillo**
- 4:15 **Wrap Up** - Evaluations - Door Prizes

Sponsorship & exhibit opportunities still available. Call our office 603-225-3783

This continuing nursing education activity is being submitted for approval to ANA-MAINE, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

REGISTER AT www.NHNURSES.org or using this form

Name _____

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City _____ ST _____ Zip _____

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Employer or School _____

Please select workshop preferences:

BLOCK 1 [] A [] B [] C

BLOCK 2 [] D [] E

FEES EARLY BIRD AFTER 9/1/11

[] Member * \$ 99 \$125

[] Non-member \$125 \$150

[] Retired RN OR -

[] FULL TIME Student \$ 55 \$ 75

[] Check enclosed for \$ _____ OR -

[] Charge to my : [] Visa [] MC [] Discover

Card # _____

Exp date: ____/____/____ Sec. code _____

Signature _____

* Member Number: _____

[] ATTENDING ANNUAL MEETING ONLY

MAIL TO:

**NHNA 210 N. State St. Suite 1-A Concord, NH 03301
Credit card registrations may faxed to: 603-228-6672**

CANCELLATION POLICY:

Refunds minus \$25 administrative fee for cancellation after 9/1
NO REFUNDS FOR CANCELLATION less than 2 weeks prior to the conference. Another attendee may be substituted.