

## **Management and Leadership Study Guide Exam 1**

### **Question breakdown:**

Prioritization/ Time Management- 13

Delegation- 10

Communication/ Conflict- 9

Manage a team- 7

Math calculation – 1

### **Question style:**

Standard multiple choice - 35

Select all that apply – 4

Fill in the blank - 1

### **Competency 1- Prioritization and Time Management**

1. Describe how to manage time and prioritize when faced with multiple complex tasks
2. Use prioritization principles to determine which patient from a group should be seen first. You will
3. Differentiate between acuity and ratio-based staffing models. Define the use of an acuity-based staffing model

### **Competency 2 - Delegation**

1. Define the delegation "rights." What tasks can be delegated to an LPN? A UAP (Unlicensed Assistive Personnel)?
2. List causes, approaches and solutions to various issues related to delegation, and how to handle resistance. Under delegation, Over delegation, Improper delegation
3. Understand RN vs Unlicensed Personnel scope of practice and delegated tasks allowed. Refer to our Nurse Practice Act
4. Defend why delegation skills are needed for RNs to be successful in their role

### **Competency 3- Collaboration and Communication**

1. Define the different types of conflict, stages of conflict, strategies of conflict management and strategies of conflict resolution
2. Identify steps in revolving conflict
3. Understand important cultural considerations when communicating with patients and families
4. Understand and provide examples for each part of SBAR
5. Describe/define the characteristics of effective communication skills
6. Describe necessary components and stages of promoting successful change

### **Competency 10 – Teams**

1. Demonstrate understanding of various aspects of planned change, including stages and responses. (ie Lewin's change theory)
2. Describe leadership styles, including authentic, servant, emotionally intelligent leadership

# Study Guide Management And Leadership

**CH Cherryholmes**



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