



# Essential Skills For Emerging Nurse Managers Symposium

Supported By:



14-15 APRIL 2017 | Four Seasons Hotel, Abu Dhabi, UAE

HAAD APPROVED  
12.25 CME HOURS

## Objectives of the training program:

- 1 Identify core principles that facilitate leadership skills, knowledge, and values
- 2 Apply effective communication skills to identify, address, and manage conversations relating to specific situation, problems or conflicts.
- 3 Use critical thinking and problems solving when addressing performance or operational deficiencies.
- 4 Apply the scientific research methods when accessing, appraising and synthesizing knowledge for clinical practice.
- 5 Be familiar with principles of planned and effective change management in healthcare setting.
- 6 Discuss principles of teaching, learning and supervision in the clinical setting as it relates to nurse students or new staff nurses.
- 7 Understand the excellence assessment process and the role of healthcare leader in this process.
- 8 Identify tips and methods to efficiently manage multi-cultural staff and patients.
- 9 Apply quality improvement principles, risk assessment process, and root cause analysis process in clinical practice
- 10 Be familiar with principles of finance (incremental budget v zero based budget) as it relate to the daily clinical practice. Patient days , HPPD and FTE Calculation.
- 11 Review efficient ways to coach staff in clinical setting.

## Welcome Message

Indeed, it is my pleasure to invite you to be part of this symposium about “**Essential skills for emerging nurse managers**”. We are planning to make this symposium the first of its kind in UAE, due to the wealth of the program and the expertise of the speakers.

Nurses at all levels require managerial skills to carry out their roles and tasks on daily bases, in addition to the big proportion of nurses who are assuming exclusively managerial roles. Having adequate managerial knowledge therefore is critical.

It is acknowledge that while nurse professionals receive thorough training to become safe and competent clinicians before and during their professional career, less training is usually provided for them to cover their managerial responsibilities and tasks, or when they transition to managerial roles.

This symposium therefore becomes extremely important, it constitute a comprehensive learning experience that assists both nurses and emerging nurse managers to acquire skills in leadership, communication, conflict resolution, change management, quality principles, teaching and supervision, scientific evidence critical appraisal, in addition to other equally interesting and important topics.

I will be looking forward to welcome you on this symposium, which will be an opportunity to expand knowledge as well as network with experienced speakers, and nurse colleagues.

**Dr. Nabeel Al-Yateem**  
Chair of the Symposium

## Who should attend?

All staff nurses at all levels from all department who wish to acquire managerial skills to help them on their daily practices.

Senior nurses transitioning to a managerial role to acquire the essential skills for the new roles.

Current nurse managers who wish to update information in the areas covered in the symposium.

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**Dr. Nabeel Al-Yateem**  
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The training program will enable participants to:

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## DAY-1: FRIDAY, 14 APRIL 2017

## AGENDA

### 07:00 Onsite Registration

#### 08:00 Managing in cross-cultural setting

- Define the Culture
- Culture Diversity
- Comparing cultures as normal distribution
- How to manager staff and patients with different culture

**Dr. Slim Saidi**

#### 09:00 Leadership

- Principles of teaching, and learning in the clinical setting
- Supervising and teaching new staff and students
- Application of Teaching and supervision theory in clinical practice

**Dr. Amina Al Marzouki**

#### 10:30 Finance for Nurse Managers

- Zero-based budget v incremental budget
- FTE Calculations
- HPPD, Patient days, patient volume Productive Time, calculations

**Mr. Alaa Ahmad**

#### 11:30 Planning Change in the clinical setting

- Planned versus unplanned change
- Popular Change models in healthcare
- Application of change management theory in clinical practice

**Dr. Slim Saidi**

#### 10:00 COFFEE BREAK

### 12:30 LUNCH BREAK

#### 14:00 Coaching staff in the clinical setting

- What is Coaching and Why Is It Important?
- Competencies of Effective Coaches
- Coaching Self-Assessment Exercise
- Implementing Coaching in healthcare setting

**Mr. Vincent Madaray**

#### 15:00 Using patient's outcomes as metrics to measure quality in education and training

- Teaching Challenges in healthcare
- Methods to evaluate Teaching in Healthcare
- Measure patient outcomes through teaching

**Prof. Marie Richards**

#### 16:00 Panel Discussion.

#### 16:15 Closing Remarks



**07:00 Onsite Registration****08:00 Teaching and supervision**

- Principles of teaching, and learning in the clinical setting
- Supervising and teaching new staff and students
- Application of Teaching and supervision theory in clinical practice

**Dr. Mohamed EL Hassan****09:00 Performance management**

- Explain Purposes of Performance Management
- Explain Key Methods used in Managing Performance
- The 360° Appraisal Interview
- Performance Management versus Performance Appraisal
- Trends in Managing Performance

**Dr. Ged Williams****10:00 COFFEE BREAK****10:30 Communication**

- Elements of and Barriers to effective communication
- Models that aid effective communication in the clinical settings

Application of communication theory in clinical practice

**Mr. Rabee Saudah****11:30 Evidence based practice**

- Introduction to nursing research
- Accessing, appraising and synthesizing knowledge for clinical practice
- Application of Evidence based practice theory in clinical practice

**Dr. Nabeel Al-Yateem****12:30 LUNCH BREAK****13:30 Quality improvement principles**

- Quality Improvement principles
- Application of Quality Improvement principles in clinical practice

**Mr. Alaa Ahmad****14:30 Excellence model in healthcare**

- Excellence assessment process and the role of healthcare leader

**Ms. Israa Mobideen****15:30 Conflict management**

- Meaning of Conflict and conflict management
- Models to conflict managements
- Characteristics of conflicting personalities
- Application of Conflict management theory in clinical practice

**Mr. Osama Diabat****16:30 Closing Remarks**

# SPEAKERS



## Dr. Nabeel Al-Yateem

**Chair Of The Symposium**

**Assistant Professor, University of Sharjah**

An academican and a researcher in the field of children and adolescent health nursing. Dr. Al-Yateem completed his PhD in this specialization from the National University of Ireland-Galway in the year 2012. He is currently an assistant professor in the Department of Nursing, College of Health Sciences, University of Sharjah, and has extensive experience as a pediatric nurse practitioner in a large educational pediatric hospital and research center in Dublin in Ireland. Research interests include: Continuity of care for children and adolescents across healthcare systems, the provision of developmentally appropriate care for children and adolescents, decreasing children stress and anxiety within different healthcare settings, family centered care, community care for children and families.



## Alaa Mohammad Ahmad

**Senior Nursing Quality Coordinator, Sheikh Khalifa Medical City**

Alaa Ahmad received Master Degree of Quality Management from Wollongong University Dubai. Alaa received Bachelor Degree in Nursing – ALMOUSEL UNIVERSITY.

Alaa is

- Certified Professional in Healthcare Quality (CPHQ) from National Association for Healthcare Quality US.
- EFQM, DQA and SKEA internal assessor
- Certification Board of Infection Control and Epidemiology (CBIC) from Association for professionals in Infection Control and Epidemiology US.
- Professional Diploma in Infection control from German University.
- Advance statistics Certificate + SPSS. Abu Dhabi University.

Alaa is TeamSTEPPS Master Trainer from Agency for Healthcare Research and Quality's (AHRQ).

Alaa is currently working as Senior Clinical Quality Coordinators in Sheikh Khalifa Medical City-Abu Dhabi. A strong advocate for patient Safety and staff safety, he involves Quality Champions in quality improvement projects to enhance performance and patient safety.



## Carol Rose

**Director of Nursing**

**University Hospital Sharjah**

As Director of Nursing, Carol is accountable for the leadership of the nursing department at University Hospital Sharjah (UHS). Responsible for programme planning and evaluation of the standard of nursing practice within the organization. Carol is responsible for the implementation and delivery of age appropriate patient care consistent with the mission, vision and values of the Organization, ensuring nursing staff adhere to the Professional Code of Conduct and Scope of Practice of the regulatory body of the UAE.

Career snapshot:

Carol joined University Hospital Sharjah in September 2014, a British national with 20 years of nursing experience in the UK and UAE. Carol has worked for over 16 years with both private and government healthcare providers across the UAE, in a variety of healthcare roles involving leadership, quality, and implementation of practice. Carol has a strong commitment to the development and implementation of patient focused nursing care within the organization.

Formal education:

Carol graduated from the University of East Anglia (UK) as a registered nurse and is licensed by the Nursing & Midwifery Council of the UK and the Ministry of Health (UAE).

Carol attained her MSc in International Healthcare Management with distinction in 2016 from Bradford University in the UK.

# SPEAKERS



## **Professor Ged Williams**

**Chief Nursing Officer**

**Tawam Hospital**

Ged is the Nursing and Allied Health Consultant for SEHA, the public health service for the Emirate of Abu Dhabi, United Arab Emirates serving around 2.5 million people and supporting professional standards for over 7000 nurses and 1500 allied health care practitioners and technicians. Concurrently he is also the CNO at Tawam Hospital in Al Ain.

Ged's research and publication interests are broad including clinical practice and safety, workforce planning, education and training program development and other management and leadership issues in nursing and health. He has published over 75 peer-reviewed journal articles and book chapters and is regularly involved in strategic nursing and health activities at the state, national and international level.



## **Derar Rushdi Mousa Gharaibeh**

**Clinical Resource Nurse**

**Sheikh Khalifa Medical City**

I been a nurse for 18 years and presently working in an Adult Cardiac Surgical ICU & Coronary Care Unit in Sheikh Khalifa Medical City (SKMC), Abu Dhabi as a Clinical Resource Nurse.

I attained my Bachelor of Science in Nursing Degree (BSN) from Jordan University of Science and Technology. I'm a Course instructor at the Society of Critical Care Medicine (SCCM) for the Fundamental Critical Care Support Course (FCCS). I serve as an instructor in American Heart Association's (AHA) Basic & Advance Cardiac Life Support courses and a course coordinator in American Association of Critical Care Nurses (AACN) for Essential Critical Care Orientation.

I shared as a speaker and faculty in multiple national and international meetings and conferences. I received numerous awards like "CAREGIVER AWARD" as well as numerous appreciation letters for his compassion in rendering patient care and being sensitive to patient needs. Last but not the least; I have recently achieved SEHA 100 Best Employee.



## **Isra'a Mobideen**

**Manager**

**EFQM Middle East Manager**

Isra'a Mobideen is the EFQM Middle East office Manager. She is a Quality & Excellence professional with 13+ years of diversified experience in spearheading major initiatives in quality management, business excellence, performance management and service improvement in public and private sector. Isra'a is an EFQM Award Assessor, EFQM licensed trainer, Dubai Quality Award assessment team Leader, DGEP certified assessor and ISO 9001, ISO 27001 & ISO 17020 Lead auditor. She holds a Master's Degree in Quality management from the University of Wollongong in Dubai and a bachelor degree in Agriculture from Mutah University in Jordan.

Her professional career included working as Director of Strategy & Excellence in Knowledge & Human Development Authority in Dubai where she led the organisation to be bestowed with a 5 star recognition from EFQM, becoming the first government organisation in the Middle East to achieve such prestige.

She also led the achievement of Dubai Government Excellence Program Award from H.H Mohammed Bin Rashid Al Maktoum for being the Best Entity in Implementing Self-Assessment. Isra'a has also worked in Bureau Veritas Dubai as Regional Quality Manager & ISO 17020 Technical Manager. Her aim as EFQM Middle East Manager is to collaborate with the excellence professionals in the region, government and private sector to help the various entities in the Middle East to improve their performance and services, come up with innovative and practical value adding solutions and eventually improve the quality of life.



# SPEAKERS



## **Mohamed Elhassan Abdalla Elsayed**

**Assistant Prof. of Medical Education- College of Medicine**

**Institute of Leadership in Higher Education (ILHE)**

**Coordinator, Master of Leadership in Health Profession Education/ILHE**

A consultant in Medical and Health Profession Education with an experience in planning of health profession programmes with social accountability orientation. This include-but not limited to- curriculum-centered strategic planning, curriculum development, planning and execution of Faculty Development in accordance to the Faculty/programme needs, programme evaluation and quality assurance planning in alignment with national and international standards.

Planning: Planning of medical and health professions curriculum that is socially accountable, assessment of students, programme evaluation for quality assurance and accreditation of health profession education, faculty development programmes and curriculum-centered strategic planning for educational programmes.

Teaching: Teaching and mentoring of health professionals in undergraduate, postgraduate and continuing professional Development levels to excel in health professions teaching and assessment.



## **Osama Qasim Al Diabat**

**Psychiatric Practice Development Nurse/**

**Nursing Supervisor , Rashid Hospital DHA – 2016**

Projects (As Developer and Manager)

- Vascular Access Device Management
- Cultural Awareness Project
- Code Black – Aggression Management Project-
- PEWS – Level of observation protocol for the psychiatric patients

Achievements

- International Alchin Award – Sydney /Australia for best presentation in the 35th mental Health Conference – September 2009

- Lunching the 1st Mental Health Conference Dubai / October 2009

International and local Conferences (As Speaker)

- International Mental Health Conference – Seattle /USA 2015
- 35th international mental health conference / Sydney – Australia 2009
- 1st international mental health conference / Dubai – UAE 2009
- Abu Dhabi International nursing Conference / Abu Dhabi- UAE 2010
- PHD – Mental Health Nursing- Bradford University – Currently enrolled



## **Dr. Slim Saidi**

**Senior Member ASQ**

**International EFQM Excellence Assessor**

**Accredited EDQM Trainer**

Dr. Slim Saidi is a international management, coaching and strategy expert,. He has held senior executive positions in Major organizations and Consulting firms in UAE, KSA, Tunisia, Mali, Cameroon such as ZAIN , Tunisie Telecom and KPMG, Arthur D. Little and (Arthur) Andersen .

Throughout his career, has been involved in designing and managing strategic projects and has even developed for a major consultancy an organizational diagnostic and improvement methodology.

Dr Slim recently completed an assignment with a UAE government Agency which involved both design and deployment of an excellence strategy and coaching both civil servants (manager and director levels) and teams through a prestigious international award.

He has amongst other lead the marketing team of ZAIN for an exceptional launch in Saudi Arabia achieving a landmark 2 million subscribers in the first 4 months of its operation.





# SPEAKERS



## **Vincent Madaray, RN, ON, MBA**

**Unit Manager  
Sheikh Khalifa Medical City**

Vincent Madaray is a Unit Manager at Sheikh Khalifa Medical City in charge of a 36 bed Medical unit, 27 beds Oncology unit and 30 beds Long term non-ventilated area. Vincent Madaray trained in South Africa at the RK Khan Campus in Chatsworth. He completed his Diploma in Nursing (General, Community, Psychiatry) and Midwifery in 2002. He worked at the RK Khan Hospital in Medical, Surgical and Casualty until 2006. During this period Vincent lectured at the Protea Nursing College in Durban, South Africa. In 2007 Vincent relocated to Abu Dhabi where working as a Charge Nurse in a Medical Unit. In 2008 Vincent was promoted to Clinical Nurse Coordinator. The following year he was then promoted to Unit Manager. Vincent has since completed a Diploma in Health Care Management and his Master's Degree in Business Administration at the Chifley Business School. Vincent is currently the chair of the SEHA Oncology Advisory Group, Chair of the Clinical Ladder Committee at SKMC and also Co-chair of the Patient and Family Rights chapter of JCIA at SKMC.



## **Dr. Zakaria Z. KH. Al Attal**

**Senior Consultant,  
Director of Quality and Clinical  
Accreditation, MOH/UAE**

Senior Consultant, Director of Quality and Clinical Accreditation, at MOH/UAE. Achieved his PhD in Quality Management in Health Care, 2010 – UK. One of the Quality and patient Safety leaders in the Middle East and a trainer for the CPHQ and CPPS. Dr Al Attal is an Independent JCI consultant with Joint Commission International since 2006. The former Director of Quality and Performance Management at Dubai Health Authority. An active member in the Quality council of Dubai Health Care City. Lecturer at Dubai Medical College on Quality and Patient Safety. Senior Assessor for Dubai Quality Award (EFQM) 2002– 2004. Provided consultations and training on quality, patient safety and accreditation to so many organizations in Jordan, KSA, UAE, Singapore, Thailand, Europe, Turkey, Germany, Egypt, Oman, Bahrain and others. Dr Attal is a subject matter expert on Patient Safety, Quality Improvement, Data Management and Accreditation. International Speaker on Quality, Patient Safety, Accreditation and Organizational Development.



## **Rabee Saudah**

**Nurse Manager of Out Patient Clinic  
Etihad Airways Medical**

Rabee has joined Etihad Airways Medical Services in December 2014 as a nurse manager of Out Patient Clinic where he focuses in creating strategies to improve client better experiences toward excellence in care. Rabee's nursing clinical competency spans from intensive care, cardiac surgery care, hemodialysis, and out patient services.

Rabee is a member of the steering committee of implementing the clinical medical system (CMS), a member of the quality committee and a member of infection control committee. Rabee works with the multidisciplinary team to improve quality, safety and services at Etihad Airways medical centre.

At Etihad Airways medical centre, Rabee Ensures quality standards are maintained, performs annual and as-needed performance reviews, maintains budget, interviews potential employees, mentor staff and plan for unit, staff and patient care needs.

# Featured Speakers



**Dr. Nabeel Al-Yateem**  
Chair Of The Symposium  
Assistant Professor  
University of Sharjah



**Carol Rose**  
Director of Nursing  
University Hospital Sharjah



**Prof. Marie Richards**  
Director of Education, Training and  
Development  
SEHA Dialysis Services



**Mohamed Elhassan Abdalla Elsayed**  
Assistant Prof. of Medical Education-  
College of Medicine  
Institute of Leadership in Higher  
Education (ILHE)  
Coordinator, Master of Leadership in  
Health Profession Education/ILHE



**Dr. Slim Saidi**  
Senior Member ASQ  
International EFQM Excellence Assessor  
Accredited EDQM Trainer



**Alaa Mohammad Ahmad**  
Senior Nursing Quality Coordinator  
Sheikh Khalifa Medical City



**Dr. Amina Mohammed Almarzouqi**  
Faculty and Assistant Dean,  
College of Health Sciences,  
University of Sharjah



**Professor Ged Williams**  
Chief Nursing Officer  
Tawam Hospital



**Isra'a Mobideen**  
Manager  
EFQM Middle East Manager



**Osama Qasim Al Diabat**  
Psychiatric Practice Development Nurse/  
Nursing Supervisor  
Rashid Hospital DHA – 2016



**Vincent Madaray, RN, ON, MBA**  
Unit Manager  
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**Dr. Rabee Saudah**  
Nurse Manager of Out Patient Clinic  
Etihad Airways Medical

## Contact:

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## Registration Fee:

Category	1 Day	2 Days
Standard Rate	400 AED	800 AED
ENA Members	350AED	700 AED