Developing Nursing Leadership and Management Excellence Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM4982_105206

Course Introduction / Overview:

The contemporary healthcare landscape is characterized by unprecedented complexity, requiring nurse leaders who are not only clinically proficient but also adept managers and visionary strategists. This course is meticulously designed to bridge the gap between clinical expertise and executive leadership, empowering nurses to effectively guide teams, optimize patient outcomes, and drive organizational success. Drawing upon foundational principles articulated by leadership theorists such as Tim Porter-O'Grady, who champions the concept of quantum leadership, this program moves beyond traditional management paradigms. Participants will explore concepts discussed in works like "Quantum Leadership: Creating Sustainable Value in Health Care," learning to navigate systemic challenges with agility and foresight. At BIG BEN Training Center, we have developed a curriculum that integrates evidence-based management practices with the cultivation of emotional intelligence and strategic thinking. This holistic approach ensures that graduates are prepared to handle the multifaceted demands of modern nursing leadership, from financial stewardship and quality improvement to fostering a culture of safety and staff well-being. This training provides a comprehensive roadmap for aspiring and current nurse leaders to build resilient teams and deliver exceptional patient-centered care in any healthcare setting.

Target Audience / This training course is suitable for:

- Nurse Managers and Supervisors.
- Head Nurses and Charge Nurses.
- Clinical Nurse Specialists and Educators.
- Directors and Assistant Directors of Nursing.
- Aspiring and newly appointed Nurse Leaders.
- Senior Nurses preparing for leadership roles.
- Team Leaders in clinical settings.
- Healthcare Administrators with a nursing background.

Target Sectors and Industries:

- Hospitals and Acute Care Facilities.
- Long-Term Care and Rehabilitation Centers.
- Ambulatory Care Clinics and Outpatient Centers.
- Home Healthcare and Hospice Agencies.
- Public Health Organizations.
- Governmental healthcare agencies and military medical services.
- Academic Medical Centers.
- Managed Care Organizations.

Target Organizations Departments:

- Nursing Services and Patient Care Services.
- Clinical Operations.
- Quality Improvement and Patient Safety.
- Human Resources and Staff Development.
- Medical-Surgical Units.
- Critical Care and Intensive Care Units (ICU).
- Emergency Departments.
- Specialty Clinical Departments (e.g., Oncology, Pediatrics, Cardiology).

Course Offerings:

By the end of this course, the participants will have able to:

- Apply core leadership theories to inspire and motivate nursing teams effectively.
- Develop strategic plans that align with organizational goals and healthcare trends.
- Master financial management principles, including budgeting and resource allocation.
- Implement quality improvement initiatives to enhance patient safety and outcomes.
- Utilize effective communication and conflict resolution strategies to build cohesive teams.
- Lead organizational change with confidence and minimize resistance.
- Foster a culture of continuous learning and professional development for nursing staff.
- Navigate the legal and ethical complexities inherent in healthcare leadership.
- Leverage data and nursing informatics to support evidence-based decision-making.
- Develop personal leadership resilience and emotional intelligence.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and directly applicable to the professional environment of the participants. We believe that adult learning is most effective when it is experiential and problem-based. Therefore, this course moves beyond traditional lectures to incorporate a rich blend of learning techniques. A significant portion of the training will be dedicated to analyzing real-world case studies drawn from diverse healthcare settings, allowing participants to dissect complex leadership challenges and formulate actionable solutions. Interactive group discussions and brainstorming sessions will encourage peer-to-peer learning and the sharing of diverse perspectives. Role-playing scenarios will be utilized to practice crucial skills such as conflict resolution, performance feedback, and stakeholder communication in a safe and constructive environment. Participants will also engage in practical exercises, including budget simulations and the development of a quality improvement project proposal. Continuous feedback from experienced facilitators and peers is a cornerstone of our approach, ensuring that participants can refine their skills throughout the five-day program. This dynamic and engaging methodology ensures that learning is not just absorbed, but also integrated and ready for immediate implementation in the workplace.

Course Agenda (Course Units):

Unit One: Foundations of Modern Nursing Leadership

- The evolution from clinical expert to effective leader.
- Distinguishing between leadership and management in healthcare.
- Exploring key leadership theories: Transformational, Servant, and Authentic Leadership.
- The role of emotional intelligence in leading nursing teams.
- Ethical principles and professional accountability in nursing leadership.
- Developing a personal leadership philosophy and vision.
- Understanding your leadership style through self-assessment tools.

Unit Two: Strategic and Operational Management Skills

- Fundamentals of healthcare financial management and budgeting for nurse leaders.
- Effective staffing, scheduling, and workload management.
- Principles of quality improvement and patient safety science.
- Utilizing quality improvement models like PDSA (Plan-Do-Study-Act).
- Risk management and incident reporting protocols.
- Navigating healthcare regulations and accreditation standards.
- Measuring and monitoring key performance indicators (KPIs) in nursing.

Unit Three: Building and Leading High-Performing Teams

- Effective communication strategies for diverse healthcare teams.
- Techniques for constructive feedback and performance management.
- Conflict resolution and mediation in the clinical setting.
- Strategies for motivating and engaging nursing staff.
- Delegation skills for optimal team efficiency and development.
- Fostering a culture of collaboration and psychological safety.
- Recruitment, retention, and succession planning for nursing talent.

Unit Four: Leading Change and Innovation in Healthcare

- Principles of change management in complex healthcare systems.
- Developing strategies to overcome resistance to change.
- The nurse leader's role in healthcare policy and advocacy.
- Fostering a culture of innovation and evidence-based practice.
- Interprofessional collaboration for seamless patient care.
- Strategic planning and execution for departmental goals.
- Project management basics for clinical initiatives.

Unit Five: The Future-Ready Nurse Leader

- Introduction to nursing informatics and healthcare technology.
- Using data analytics for informed decision-making.
- Developing personal resilience and managing leadership stress.
- Mentoring and coaching the next generation of nurse leaders.
- Navigating the future trends and challenges in healthcare.
- Creating a professional development plan for continued growth.
- Final capstone project presentation: A leadership action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can nurse leaders effectively balance the imperative for data-driven, evidence-based management with the essential humanistic element of compassionate, patient-centered care?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and integrative approach to nursing leadership, moving beyond the siloed teaching of individual management skills. While many programs focus separately on either finance, human resources, or quality control, this curriculum weaves these critical domains together, mirroring the interconnected reality of a leadership role. We place a significant emphasis on the "how" and "why" behind leadership decisions, not just the "what." For instance, instead of merely teaching budgeting techniques, we explore how financial decisions impact staff morale and patient safety, compelling participants to think strategically and ethically. The program is built upon a foundation of emotional intelligence and resilient leadership, recognizing that a leader's ability to manage themselves and their relationships is paramount to team success. Through extensive use of complex, real-world case studies and simulation exercises, participants are challenged to apply theoretical knowledge to nuanced situations, preparing them for the ambiguity and pressure of actual leadership. The focus is on cultivating agile, forward-thinking leaders who can drive sustainable change and foster a culture of excellence, rather than simply training managers to maintain the status quo.