MANAGING NURSING STRESS, PREVENTING BURNOUTS AND TURNOVERS

2017
SYDNEY:
31 July - 1 August 2017, Primus Hotel Sydney

A Step-by-Step Guide to Managing Nursing Stress

CLARIDEN CREDENTIALS AND ENGAGEMENT
Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 global executive education and major conference events around the world. We have partnered with professional organizations such as the Association of Chartered Certified Accounts (ACCA) and thought leaders from prestigious universities such as Harvard University John F. Kennedy School of Government, Wharton School of the University of Pennsylvania and Stanford University.
To maximize both your enjoyment and professional development, Clariden Global holds its executive programs at five star hotels, some of which include:

**Shangri-La Hotel, Singapore**
Singapore
Amidst lush gardens, this 3-wing luxury hotel is 6 km from the iconic Marina Bay Sands resort and 9 km from Sentosa.

**InterContinental Melbourne The Rialto**
Melbourne, Australia
Set in a grand 1891 building, this upscale chain hotel is 3 blocks from the Yarra River, and an 8-minute walk from the SEA LIFE Melbourne Aquarium.

**Conrad London St James**
London, United Kingdom
Across the street from St. James’s Park tube station, this sophisticated hotel is 10 minutes’ walk from Buckingham Palace and 2 miles from the Victoria and Albert Museum.

**Grand Hyatt: Union Square San Francisco Hotel**
San Francisco, United States
Less than a block from Union Square, this stylish high-rise hotel is an 11-minute walk from the Moscone Center and 1.9 miles from Pier 39.

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Contact Stefanie Taylor, Program Director at +61 3 9909 7310 | stefanie@claridenglobal.org
WHY CLARIDEN GLOBAL EXECUTIVE EDUCATION?

GLOBAL ENGAGEMENT

Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 Global Executive Education and major conference events across 15 countries and 17 cities, including Singapore, London, Hong Kong, Sydney, Melbourne, Perth, New Zealand, San Francisco, Toronto, Johannesburg, Shanghai, Beijing, Kuala Lumpur, Dubai, Toronto, The Netherlands, New York and Zurich.

INTERNATIONALLY DIVERSE, SENIOR-LEVEL PARTICIPANTS

Clariden Global Executive Education programs have attracted participants from more than 5,000 global MNCs, regional corporations, and FORTUNE 500 companies, from more than 40 countries. All applications are reviewed based on professional achievement and organizational responsibility. Designed for individuals at all levels, from top executives to emerging leaders, each intensive program is crafted to equip leaders with essential capabilities to improve corporate performance and position their organizations to thrive.

THOUGHT LEADERSHIP

To provide strategic insights and relevant world-class executive education to global organizations, Clariden Global engages the best thought leaders and leading authorities from around the world. These include professors and faculty leaders from Harvard University, Stanford University, University of Pennsylvania Wharton, London Business School and other premium institutions to deliver transformational knowledge.

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PROGRAM MANAGING NURSING STRESS, PREVENTING BURNOUTS AND TURNOVERS

PROGRAM INFORMATION

DATES
31 July - 1 August 2017 (Sydney)

LOCATION
Primus Hotel Sydney

TUITION FEES
Early Bird 1 (Register & pay by 5 June 2017): AU$1,995
Early Bird 2 (Register & pay by 3 July 2017): AU$2,395
Regular Tuition Fees: AU$2,495

Group discount of 10% for 2nd participant from the same organization. For limited time only by 3 July 2017, register for 3 participants and the 4th participant will receive a complimentary seat (one discount scheme will apply).

PROGRAM ADVISOR
Stefanie Taylor
Email: stefanie@claridenglobal.org
Phone: +61 3 9909 7310

PROGRAM ESSENCE

In this 2-day program, you will learn how physicians, nurses, and allied health professionals can build professional and mental health resilience against an onslaught of work fatigue, staffing shortages and workplace violence. You will gain critical information about the dangers of compassion fatigue/burnout and vicarious post-traumatic stress disorder in health care settings, develop leadership capacity through continuous personal assessment to motivate your team of nurses and how can formulate a personally-designed self-care protocol for yourself and your staff to ensure that balance, perspective, growth, and challenge are fostered in one’s personal and professional life.

To aid against staff shortages, Beverley will show you how you can manage staff shortage by utilizing medically assistive technology to achieve optimal productivity and efficiencies across your workforce. Lastly, you will discover how to create a culture of purposeful communication to help nurses and care takers in managing their stress that is hindering their abilities to make decisions, and improve their concentration and attentiveness to achieve high job satisfaction and patient satisfaction.

FACULTY DIRECTOR

Beverley Honig

- Internationally qualified lawyer with more than 20 years experience
- Commercially astute business consultant to both public and private corporations; specializing in topics like contract management, procurement and project management
- Listed in Who’s Who of Business in Australia and was nominated multiple times for Business Women of the Year Awards
- Author of best-selling books including ‘Making Contracts Work’, which has been globally adopted by business leaders and used in University curriculum
By the end of this program, participants will be able to:

- Refocus on the fundamentals of leadership within their specific roles to enable better communication and foster teamwork
- Identify work environment and personal risk factors for stress and burnout to provide valuable solutions in time to reduce stress and manage workload
- Develop an action plan for personal growth to better prepare nurses for career advancement
- Implement personal strategies to manage stress and prevent burnout, job dissatisfaction, burnout and high turnover
- Identify strategies to innovate, re-engineer processes, adopt productivity enhancing technology, establish appropriate workload and staffing levels to improve nurses productivity
- Create a culture of purposeful communication to communicate effectively as a team

KEY BENEFITS

This program is designed for, but not limited to:

- Mid Management Nurses
- Midwives
- Aged Care providers
- Generalist / Specialist Palliative Care Providers
- Directors of Nursing
- Director of Palliative Care
- Director of Physiotherapy
- Director of Occupational Therapy
- Hospital Executives and Administrators
- Nursing Training School
- Nursing Associations
- HR Hospital

WHO WILL ATTEND THIS PROGRAM
Beverley Honig is an internationally qualified lawyer with more than 20 years experience in Australia, the United Kingdom and Middle East, and is also the CEO of Honeylight Enterprises Pty Ltd, a leading business consultancy.

She is a well-known business advisor to corporations and governments globally in fields such as international business sourcing, contract management, project management and negotiation; and has advised some of the major organizations including Ericsson, National Australia Bank, NEC and Melbourne Market Authority.

As a seasoned strategist and corporate trainer, Beverley has designed and delivered more than 200,000 training courses globally, across Europe, the UK, Asia and the US on topics such as Effective Commercial Contract Management. She was a lecturer in the University of Melbourne, University of Monash and Queensland University of Technology’s Business School. Her expertise in contracts has enabled her to publish one of her two bestselling books, “Making Contracts Work”, in 2010. She is also the acclaimed author of “Project Management: The Managerial Process”. Her wealth of experience has won her accolades from clients and she has also won tenders to design frameworks and training in this field.

Beverley serves as a judge for the Essential Services Commission Appeals and also as Board Director and Chairman of several public and private companies. Her focus on boards is multilateral trade opportunities and market entry strategies, and has been a Board Director of the Australia Chamber of Commerce for 20 years. With many years of general management experience under her belt with companies such as Coles Myer, she brings unique commercial executive experience with responsibilities for growing billion dollar asset portfolios.

Her achievements were recognized when she was nominated in 1997 for the awards of IWFCI/Drake International Businesswomen of the Year and Telstra Business Women of the Year. From 2005 to 2007, Honeylight Enterprises repeatedly received the prestigious International Trade Awards, bestowed by the Prime Minister of Israel, in recognition of its outstanding contribution in the forging of international trade links. In addition, Beverley is listed in Who’s Who of Business in Australia.
According to the survey titled “What Nurses & Midwives Want: Findings from the National Survey on Workplace Climate and Well-being” conducted by Monash University, almost a third of Australia’s nurses are thinking of leaving the profession because they are overworked, undervalued and in danger of burning out. On top of that, other complexities involved in a non-motivated nursing workforce include a general feeling of disconnection between management and nurses and midwives, the lack of confidence to openly voice their concerns due to fear of retribution and lack of further personal growth and development plan from their organizations. It is undoubtedly that we are heading towards an imminent and acute nursing shortfall in Australia and the most unsettling result of the nursing shortage is that patient care may be adversely affected.

As nurses who protect the health and safety of their patients, it is important for you to possess sound leadership capacities and effective communication skills in reducing nurses stress and preventing turnover in order to ensure that your patients’ experience and health outcomes are not compromised.

With your needs always on our mind, Clariden Global’s 2-day executive program on Managing Nursing Stress, Preventing Burnouts And Turnovers led by internationally acclaimed leadership trainer, Beverley Honig, will provide you with a practical guide on how to guard against compassion fatigue, burnout and high turnover rate in your workplace.

Through various interactive group learning activities, you will discover the importance of leadership development in ensuring nurses and patients’ wellbeing, and how to develop action plan for personal growth in ensuring job satisfaction, to understanding the essence of optimal time management in preventing burnout in nurses due to cumbersome red tape. Through hands-on exercises, you will find out what it takes to improve team productivity, foster teamwork and communication and boost productivity by establishing facility-wide protocols that support both nurses and patients. Last but not least, you can expect to learn how to sustain your team performance at the top by assisting nurses in managing their stress to increase concentration, attentiveness and problem-solving abilities.

By the end of this program, you will walk away with a comprehensible and actionable plan in reducing stress and handling workload to ensure a highly motivated team with improved productivity and job satisfaction.
Session One: Leadership Development

Leadership has a direct impact on the performance of employees, other leaders, and the company as a whole. Therefore, leaders who are in tune with their behaviors and its impacts, and assess them on a regular basis will be in a better position to make the best decision possible.

- Developing leadership capacity through personal assessments
- Assessing the Internal Belief System
- Examining Leadership Skills
- Developing an Action Plan for Personal Growth
- Review criticisms constructively
- The importance of Leadership Development within the specific roles/profession
- How leadership affects teamwork and ultimately patients

Session Two: Improvement of Productivity

For nurses to provide the highest possible level of patient care, it is imperative they have the time and resources needed to maximize their efficiency. The more energy they can devote to their patients, the more they can contribute to their recovery. Hospitals can often boost productivity by establishing facility-wide protocols that support both nurses and patients.

- Delegating Assignments
- Optimizing Technology
- Streamlining Processes
- Understanding the Essence of Optimal Time Management
- Productivity Case Studies
- Disseminating work horizontally
- Delegating work vertically

Session Three: Stress Management and Burnout

Even when nurses enjoy their jobs, the long hours and day-to-day strain of caring for critically ill patients can take an emotional toll and cause burnout. The burden created by this hinders a nurse’s ability to make decisions, focus on her work and collaborate with fellow nurses.

Helping nurses manage their stress can contribute to increased concentration, attentiveness and problem-solving abilities. For example, providing ongoing training to nurses can make them feel more confident in their skills. Encouraging managers to offer support can give nurses the emotional foundation they need to contribute their best efforts even in challenging circumstances.

- How to deal with problems
- Keeping a strategic to – do list
- Communicate effectively as a team
- Rotate menial tasks
- Be proactive with needy patients
- Create a Culture of Purposeful Communication
- Get Organized
- Enlist the help of a Mentor
PARTICIPATING COMPANIES
More than 5,000 companies have participated in our programs

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CNN
eBay
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The Hoffman Agency
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General Electric
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Mitsubishi
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Deutsche Bank
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Manulife
MasterCard
Maybank
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Danone
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Heineken
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Volvo Group
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ConocoPhillips
ExxonMobil
Maersk

PETRONAS
Santos
Saudi Arabian Oil
Schlumberger
Shell

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Ernst & Young
PricewaterhouseCoopers

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Cargill
DFS
Harvey Norman
Hennes & Mauritz
IKEA
L’Oreal
Marks and Spencer
NTUC Fairprice
Tesco

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3M
Apple
Canon
Dell
Hewlett Packard
Intel Technology
Lenovo
Micron Technology
Microsoft
Oracle
SAP
Sony Electronics
TE Connectivity

TELECOMMUNICATIONS
Ericsson
Nokia
Olive Communications
Singtel
Starhub
Tata Communications
Telstra
Verizon
Vodafone

TRANSPORTATION
Auckland Transport
Cathay Pacific Airways
Dubai Air Navigation Services
New Zealand Transport Agency
Fiji Airways
Metro Trains Melbourne
NSW Trains
SBS Transit

Contact Stefanie Taylor, Program Director at +61 3 9909 7310 | stefanie@claridenglobal.org
The course materials are relevant to my needs. Faculty Leader Beverley is very experienced and knowledgable in this area. I learnt a lot from this 2 days program.

Beverley is an ideal facilitator and extremely knowledgable.

Manager, *Tafe Queensland South West*

Group Financial Controller, *Vantron Holdings Australia Pty Ltd*
Clariden Global delivers custom learning programs for organizations all around the world. Whatever your business challenges are, we create focused learning experience that enables your organization to achieve success. Through partnerships with the most renowned thought leaders, industry experts and professors from around the world, these in-house custom executive programs will equip you with essential skills and capabilities to develop and implement strategies more effectively at your organization.

Engage with our thought leader today:

**Beverley Honig**  
*BA LLB MBA, CEO*  
*Honeylight Enterprises Pty Ltd*

Beverley Honig is an internationally qualified lawyer with more than 20 years experience in Australia, the United Kingdom and Middle East, and is also the CEO of Honeylight Enterprises P/L, a leading business consultancy.
We encourage you to learn more about Clariden Global Executive Education custom and open-enrollment programs. Our staff will be happy to answer your questions and help you determine the programs work best for you and your organization.

ENQUIRY FOR THIS PROGRAM
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### PROGRAM FEES

<table>
<thead>
<tr>
<th>Program</th>
<th>1st Early Bird Fee (If payment &amp; registrations are received by 5 June 2017)</th>
<th>2nd Early Bird Fee (If payment &amp; registrations are received by 3 July 2017)</th>
<th>Regular Fee Per Participant</th>
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<tbody>
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<td>AU$1,995</td>
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</tbody>
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### 4 WAYS TO REGISTER

- Email: admissions@claridenglobal.com
- Fax: +61 3 9909 7788
- Call: +61 3 9909 7310
- Website: www.claridenglobal.com

### GROUP DISCOUNTS

Group discount of 10% for the 2nd participant from the same organization. For limited time only by 3 July 2017 register 3 participants and the 4th participant will receive a complimentary seat.

*One discount scheme applies.

### 3 PAYMENT METHODS

- By Cheque/ Bank Draft
- By Telegraphic Transfer
- By Credit Card

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment details will be sent together with the invoice based on your preferred payment method.

**ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.**

### VENUE AND ACCOMMODATION INFORMATION

- **Primus Hotel Sydney**
  - 31 July - 1 August 2017
  - 339 Pitt St, Sydney NSW 2000, Australia
  - +61 2 8027 8000
  - http://www.primushotelsydney.com/

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

### CANCELLATIONS AND SUBSTITUTIONS

*All cancellations must be received in written form.

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

PLEASE NOTE: Clariden Global International Limited reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, Clariden Global International Limited will refund the full amount and disclaim any further liability.

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