



**Nurse Managers** plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.

#### Example Positions

*Clinical Director, Director of Nursing, Health and Social Service Manager, Medical Records Manager, Mental Health Program Manager, Nurse Manager, Nutrition Services Manager, Office Manager, Practice Administrator, Program Manager*

## Competencies

**Deliberative Decision-Making** – Nurse Managers will gather, consider, and evaluate all relevant information to make logical conclusions before being moved to action.

**Communicating** – They provide the information required by others in a concise, direct, and unambiguous way. They perceive how the message affects the receiver and strive to ensure that the receiver clearly understands the specifics and function of the message.

**Coaching and Developing Others** – Nurse Managers provide quality time and planned commitment to direct reports and provide processes and opportunities for them to understand their strengths and limitations in relation to a range of high-quality and relevant competencies.

**Relationship Building** – They develop effective long-term professional interactions with others based on trust: trust that they will always work toward the best interest of those involved and that they are sufficiently competent to provide positive results.

**Planning and Priority Setting** – Nurse Managers identify the priorities, processes, and practical actions that are necessary to achieve an objective or realize an idea. This competency requires developing detailed action or project plans, including objectives, accountabilities, time frames, standards, review stages, and contingencies.

**Conflict Management** – They identify key bargaining points for all parties and work effectively toward win-win solutions.

**Fact-Based Management** – Nurse Managers view the organization as an open system, synthesize information from diverse sources, come to conclusions, and make decisions that are rational and based on sound evidence.

**Team Building** – They enable and encourage group members to work together to complete tasks and accomplish goals that individual members could not accomplish alone.

## Representative Behaviors

- Considers all pertinent information before making a decision
- Maintains a constructive, open dialogue with others
- Creates a work environment in which team members are comfortable sharing their opinions
- Gives constructive feedback in a way that motivates the individual or team to improve
- Serves as a valuable resource, earning the sustained respect of others
- Thinks through what is needed to meet goals in terms of people and time frames
- Works to obtain a good understanding of the root causes of a conflict
- Assesses what data are needed to make well-informed, accurate business decisions



### Nurse Manager Job Model

Leading	Active Communication	Interpersonal Dynamics	Making Decisions	Solving Problems	Managing Processes	Self-Management
Leadership Maturity	Influence and Persuasion	Interpersonal Sensitivity	Deliberative Decision Making	Creativity and Innovation	Quality Focus	Composure and Resiliency
Leadership Communication	Conflict Management	Helpfulness	Decisiveness	Analytical Thinking	Compliance	Generating and Expressing Enthusiasm
Driving Results	Negotiating	Service Focus	Strategic Thinking	Learning Agility	Response Orientation	Strength of Conviction
Leading Change	Active Listening	Relationship Building	Organizational Citizenship	Scientific Acumen	Safety Focus	Achievement Motivation and Perseverance
Managing Innovation	Communicating	Collaboration and Teamwork	Information Seeking	Business Acumen	Process Management	Self-Awareness
Managing Quality	Instructing	Organizational Savvy			Time Management	Adaptability
Team Building		Global Mindset			Planning and Priority Setting	Initiating Action
Coaching and Developing Others					Organizing and Documenting Information	Accountability
Delegating					Applying Standard Practices	Professionalism
Fact-Based Management						Continuous Learning
Strategic Talent Management						Extended Task Focus
Directing						Comfort with Ambiguity

*For more information on Caliper Competencies, please call us at 609.524.1200 or visit [www.calipercorp.com](http://www.calipercorp.com).*