

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



