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A·I·H·A

Goals and Objectives of the Albanian Nursing Association Workshop

At the end of the session the participants will be able to:

1. Discuss how professional associations contribute to the improvement of healthcare.
2. Identify and describe the role of the nurse in influencing healthcare and public policy through association membership.
3. Identify methods nurses can use to establish partnerships in association work.
4. Describe specific strategies needed for association-building and strengthening in Albania.
5. Describe how nurses will communicate with others about building membership, strengthening the relationships among the district leaders, and sustaining the activities and priorities of the association.

Group Rules:
Rregullat e Grupit:

- Be willing to support the group's purpose, rules and goals
- Jeni te gatshemt e mbeshtesni qellimin e grupit, rregullat dhe drejtimin

- Respect different ideas
- Respektoni ideate e ndryshme

Group Rules:
Rregullat e Grupit:

- Focus on what works
- Perqendrohuni ne ate qe funksionon

- Try for win/win results
- Perpiquni per rezultate perfitimi/perfitimi

- Agree to disagree until consensus reached
- Bini dakort te mos bini dakortderi sa te arrihet konsensusi

Manner of confronting:
Manyra te konfrontimit:

- Convey understanding of the other's position
- Paraqitni mirekuptimin per pozicionin e tjetrit

- Consider the strength of the relationship between you and the person confronted
- Konsideroni fuqine e mardhenies midis jush dhe personit konfrontues

Manner of confronting:
Menyra e konfrotimit:

- Assess the present ability of the other person to understand your point
- Vleresoni aftesite prezente te personit tjeter per tju kuptuar ju

Manner of confronting:
Menyra e konfrontimit:

- Anticipate defensiveness
- Paraprisni mbrojtje

- Use persuasive strategies and fair-fighting techniques
- Perdorni strategji bindese dhe teknika lufte te drejta

Manner of confronting:
Menyra e konfrontimit:

- Describe the problematic behavior
- Pershkruani sjelljen problematike

- Request a change in behavior
- Kerkoni nje ndryshim ne sjellje

Active negotiating:
Marveshje aktive:

Use when you want to reach an agreement

Perdoreni kur deshironi te arrini nje marveshje

1. Compromise or bargaining - mutual concessions are made until an agreement is reached

1. Kompromise apo tregeti - koncesione te perbashketa realizohen deri sa te arrihet nje marveshje

Active negotiating:
Marveshje Aktive:

2. Win-win - focus on achieving a solution that benefits both people or groups

2. Perfitim-Perfitim - perqendrohuni ne arritjen e zgjidhjes me perfitim per njerezit apo grupet

Passive negotiating:
Marveshje Pasive:

Use to delay successful negotiation

Perdoreni per te vonuar marveshjet e suksesshme

1. Avoidance
1. Evitimi

2. Accommodating
2. Akomodimin

Negotiating process:
Procesi I marveshjes:

- Identify the issues clearly
- Identifikoni qarte ceshtjet

- Clarify hidden agendas
- Qartesoni axhenden e fshehur

- Decide what issues are negotiable
- Percaktoni cilat ceshtje jane te mundeshme per marveshje

Negotiating process:
Procesi I marveshjes:

- Determine who should participate
- Percaktoni se kush duhet te marri pjese

- Determine meeting place
- Percaktoni vendin e takimit

Negotiating process:
Procesi I marveshjes:

- Discuss desired outcomes of the process
- Diskutoni rezultatet e deshiruara per procesin

- Describe how the negotiations will be managed
- Pershkruani se si marveshjet do te manaxhohen

Negotiating process:
Procesi I marveshjes:

- Specify rules to guide the process
- Specifikoni rregullat per te drejtuar procesin

- Address issues that will enhance or deter the process
- Adresoni ceshtje qe do te perforcojne apo keqesojne procesin

Negotiating process:
Procesi I marveshjes:

- Facilitate compromise via concessions or trade-offs
- Ndihmoni kompromisen me ane te koncesioneve ose tregtimit
- Summarize outcomes in writing
- Permblidhni rezultatet me shkrim

Negotiating process:
Procesi I marveshjes:

- Set the stage for future negotiations
- Krijoni podiumin e marveshjeve per te ardhmen

- Distribute results
- Shperndani rezultatet

Interest-based negotiation:
Marveshjet ne baze interesi:

- Strategy focuses on satisfying as many interests as possible for everyone
- Strategjia perqendrohet per te kenaqur sa me shume interesa te jete mundur per gjithkend

- Everyone wins
- Te gjithe perfitojne

Interest-based negotiation:
Marveshjen ne baze interesi:

Used when:

Perdoren kur:

- Interests are interdependent
- Interesat jane te pavarur

- Future relationships are important
- Mardheniet e te ardhmes jane te rendesishme

Interest-based negotiation:
Marveshjet ne baze interesi:

Used when:

Perdoren kur:

- Negotiators want to cooperate on solving a problem
- Marveshesit deshirojne te bashkpunojne ne zgjidhjen e problemit
- A compromise of principles is unaceptable
- Nje kompromise principesh eshte e papranueshme

Avoid conflict through:
Evitoni konfliktin me ane te:

- Excellent communication achieving
- Arritjes se nje komunikimi te shkelqyeshem

  – same perception of the situation
  – te njejtit percepsion per situaten

  – common expectations
  – pretendime te zakonshme

VISION / VIZIONI

- *Vision statement includes [beneficiary]...[verb]...[condition]*

Percaktimi I vizionit perfshin [perfituesit]...[folje]...[konditat]

Vision / Vizioni

- *"Go out & do the impossible, the possible has already been done." Kopmeyer*
- "Perpiqu te realizosh te pamunduren, cfar eshte e mundur eshte realizuar." Kopmeyer
- *Leaders must communicate their vision*
- Drejtuesit duhet te komunikojne vizionin e tyre

VISION / VIZIONI

- *"Without a vision, people perish." Proverbs*
- "Pa nje vizion, shpirti I njerezve vdes."
- *A vision is what you are striving for. It is in the future. It is lofty and comes from the heart.*
- Nje vizion eshte nje deshire. Qendron ne te ardhmen. Eshte kolektiv dhe vjen nga zemra.

VISION / VIZIONI

- *A vision can be stated simply but it needs to reflect the contribution you want the association to make*
- Nje vizion mund te shprehet thjesht por duhet te reflektoj kontributin qe ju deshironi qe shoqata te japi.
- *A vision will reflect what you value*
- Nje vizion do te reflektoj ate qe ju vleresoni

Finding a vision / Gjetja e nje vizioni

- *Think about your dream for your association*
- Mendo per endrren tende mbi shoqaten
- *Don't let barriers get in the way*
- Mos lejo barrierat te ngrihen ne mes te rruges
- Mos u shqeteso per detajet
- *Don't worry about the details*

Vision examples: Shembuj vizionesh

- Nurses will look to the association as the primary source for information.
- Infermjeret do ta shohin shoqaten si burrimi primar I informationit
- People will receive quality care from nurses who have completed a standardized level of education.
- Popullata do te serviret me sherbim cilesor nga infermjeret qe kane kompletuar nje nivel standart te edukimit

Mission / Misjoni

- While vision looks at the mountain top, mission is a general statement of what you will commit your organization to doing to get there
- Ndersa vizioni shikon drejt majes se malit, misioni eshte nje percaktim I pergjithshem qe organizata juaj eshte perkushtuar te realizoje

Mission / Misioni

- Sometimes a mission is written as the purpose
- Nganjehere misioni shkruhet si qellimi

- A mission is a general description of why an association exists
- Nje mision ehste nje pershkrim I pergjithshem mbi ekzistenceb e nje shoqate

Mission statement / Percaktimi I Misionit

- Clear & simple
- Paster dhe thjesht

- Must be achievable
- Duhet te jete I realizueshem

- Name your association
- Emertoni shoqaten tuaj

Mission statement / Percaktimi I Misionit

- What you will achieve
- Cfar ju do te realizoni

- What services you will offer
- Cfar sherbimesh do te ofroni ju

Answer questions / Pergjigjuni pyetjeve

- Why are we here?
- Pse jemi ne ketu?
- What do we want to do & be as an association?
- Cfar duam te realizojme dhe te jemi si nje organizate?
- Who is it we serve?
- Kujt I sherbejme ne?

WORKSHOP GOALS
QELLIMI I PUNES NE GRUP

- *Discuss how professional associations contribute to improving healthcare*
- Te diskutojme kontributin e shoqatave profesionale ne permiresimin e sherbimit shendetsor
- *Describe how nurses can influence public policy through association membership*
- Te pershkruaj influencen e infermjereve ne politiken publike nepermjet pjesmarjes ne shoqate

WORKSHOP GOALS
QELLIMI I PUNES NE GRUP

- *Identify methods nurses can use to establish partnerships in association work*
- Te identifikoje metoda infermjeristike per te vendosur partneritete ne punen e shoqates
- *Describe strategies needed for association-building & strengthening*
- Te pershkruaj strategjit te nevojhsme per ndertimin dhe fuqizimin e shoqatavene ne Shqiperi

WORKSHOP GOALS
QELLIMI I PUNES NE GRUP

- Describe how nurses will communicate with others about building membership, strengthening relationships among district leaders & sustaining the activities & priorities of the association
- Te pershkruaj menyren e komunikimit te infermjereve me te tjeret per ndertimin e pjesemarjes, fuqizimit te mardhenieve midis drejtuesve te distriktit & mbarvajtjes se aktiviteteve & prieoriteteve te shoqates

Leadership

- The art of inspiring others to achieve a common vision
- Leadership is a set of skills that can be learned

Power comes from:

- Position
- Having information
- Being an expert

Leadership

- Traditional: by position
- New model: collaborative leaders

Collaborative leaders

- Promote and safeguard the collective process rather than taking action by themselves

Collaborative skills:

- Bring diverse people together
- Practice shared decision making

Collaborative skills:

- Facilitate group interaction
- Communicate clearly, openly and honestly

Collaborative skills:

- Resolve conflicts constructively
- Nurture leadership in others and encourage commitment

Attributes of successful leaders:

- Ability to share power
- Flexibility
- Trustworthiness

Attributes of successful leaders:

- Ability to see the big picture
- Patience
- ~~Abundant energy~~ and hope
  Enthusiasm

Do's and don'ts of leadership:

- Do remember to delegate
- Don't try to do too many things
- Don't take criticism personally

Do's and don'ts of leadership:

- Do focus on group actions
- Don't avoid conflict
- Do celebrate small victories

Do's and don'ts of leadership:

- Do share the recognition

Making a difference:

- Inspire a shared vision
- Challenge the way things are done

Making a difference:

- Enable others to be effective
- Recognize people's contributions

Give people a chance to express themselves

Making a difference:

- Model desired behaviors by:
  - Creating standards
  - Creating small wins
  - Setting values

Power comes from:

- The people you know
- The collective action of the group