

This diploma thesis focuses on the process of training nurses at ARO ward of Krajská nemocnice Liberec a.s. (Regional Hospital Liberec). The theoretical part consists of two large chapters – Personnel Management (Personální řízení) and Change Command (Řízení změny). The field of health service is included in both of these chapters too. The empirical part concentrates on the diagnostic process of the present system of nurse training at this ward. In this field I used the three following methodological approaches – document analysis, questionnaires and semi-standardised interviews with the top management of ARO sick-bed ward and a nurse instructor. In the analytical part I present the results of individual methods and its next part contains the main and detailed findings of this process. The analytical part is concluded with assembling the team with which I organized facilitated meeting whose highlight was setting priorities for the change in the nurses training system at this ward.