



Creating a Nurse Residency Culture

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Disclosure

Thaiz Chanman has nothing to disclose.

Objectives

- 1. Explain the importance of developing a positive culture in my organization's nurse residency program.**
- 2. Identify leader behaviors that promote nursing satisfaction.**
- 3. Discuss the role of empathy, proactive mindset, and controlling the “controllables” in developing resilience.**
- 4. Use the tools provided in the session to begin to create or refine a nurse residency program culture.**

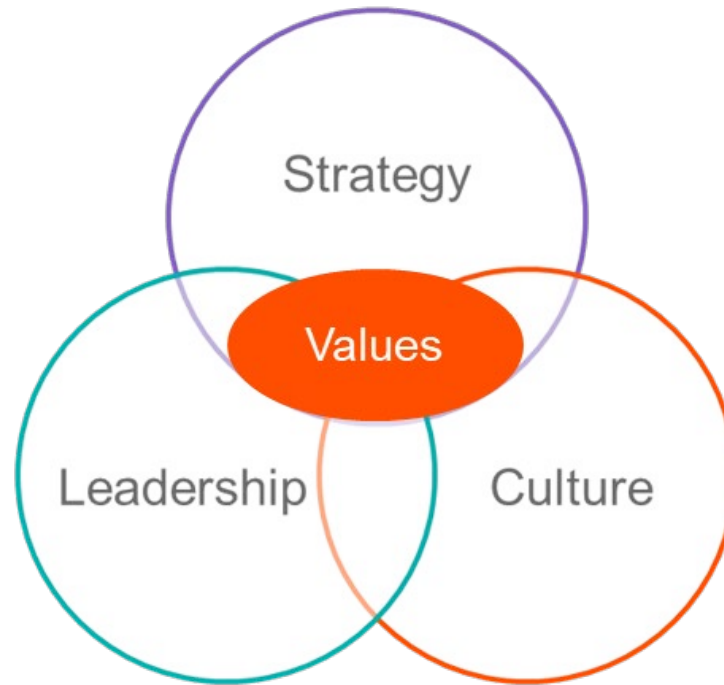
What is culture?

What we see: Our behaviors, our systems, our processes and policies.

What we say: Our ideals, goals and aspirations.

What we believe: The underlying assumptions and mindset that influence what we see and what we say.

Building a culture that lasts



The **Employee Experience** you create determines **RESULTS**

Leader behaviors that contribute to nurse satisfaction

Themes:

- The leader empowers staff and uses reflective strategies to enhance nurse autonomy.
- The leader is visible and promotes interpersonal connections in a safe and caring environment.
- The leader demonstrates passion and vision to foster a quest for excellence.
- The leader role models high expectations and professional behaviors for staff.

Reference: Rose O. Sherman, EdD, RN, NEA-BC. Leader Behaviors that Contribute to Nurse Satisfaction. Emerging RN Leader, October 11, 2011.

Factors for high engagement

Meaning

Your work has purpose beyond the work itself. “the why”

Impact

You see positive, effective and worthwhile outcomes and results from your work. “the what”

Autonomy

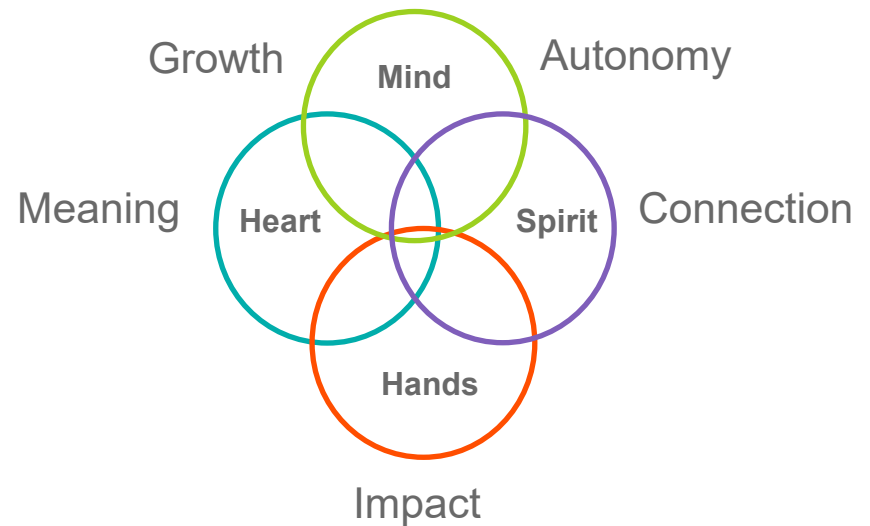
You have the opportunity to exercise choice in the work you do. Ownership comes out of autonomy.

Growth

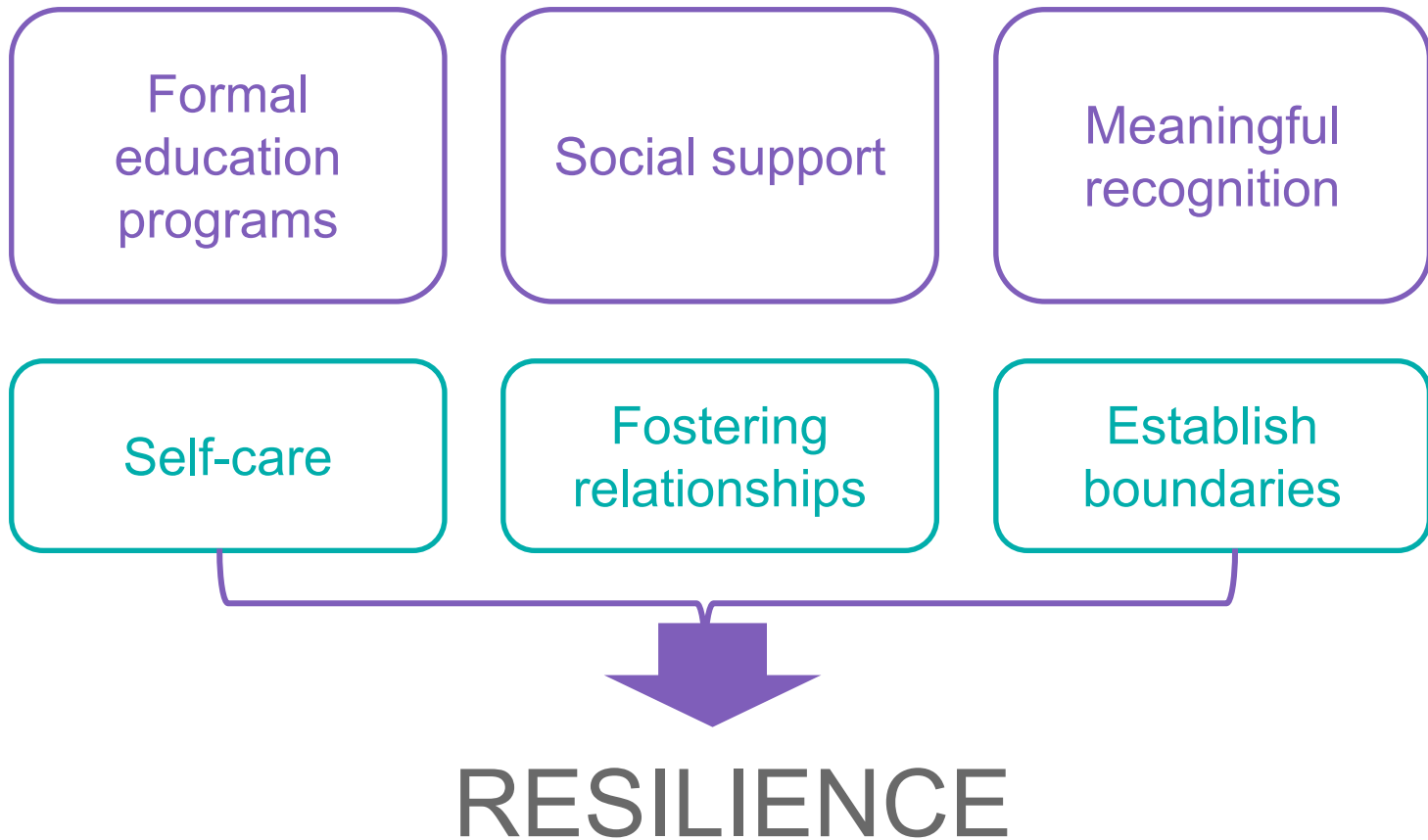
You are being stretched and challenged in ways that result in personal and professional progress.

Connection

You have a sense of belonging to something beyond yourself.



Building blocks for nursing culture



Reference: Kester, Kelly BSN, RN, CCRN, NE-BC; Wei, Holly PhD, RN, CPN, Building nurse resilience. Nursing Management (Springhouse): [June 2018 - Volume 49 - Issue 6 - p 42-45](#)

Spotlight: Resilience



Content adapted from Root: *How to Rise Up When \$&!# Goes Down*

Defining resilience

Growth through struggle



Advancement

Learned

Overcoming not avoiding

Content adapted from Root: *How to Rise Up When \$&!# Goes Down*

How to develop resilience

Empathy

Proactive Mindset

Control the “Controllables”

Empathy – Human Connection

Developing resilience



How to get started:

- Be curious
- Actively listen
- Provide time and space

Proactive Mindset

Developing resilience



How to get started:

- Anticipate and plan
- Start small
- Language matters
 - *Sue, I can't...yet.*
 - *How can Sue?*
 - *Sue can if...*

Control the “Controllables”

Developing resilience



How to get started:

- Prioritization of time and energy
- Focus on conceding on the things over which you have no control

Developing resilience



People Leaders -
your linchpins
for resilience



**WHY? Engagement is a predictor of
resilience and people leaders
account for**

70%

of the variance in engagement.

Source: Gallup



PEOPLE LEADERS



ENGAGEMENT



RESILIENCE

Empathy – Human Connection

Developing resilience



Leader Tips:

- ❑ Check in regularly
- ❑ Cultivate a sense of psychological safety for your team
 - Bring team together
 - Go first!

Proactive Mindset

Developing resilience



Leader tips:

- Debrief
 - *What went well? (Celebrate)*
 - *What did we learn?*
 - *What might we do differently next time?*

Control the “Controllables”

Developing resilience

Control



Collaborate



Concede



Leader Tips:

- Provide perspective
- Lean on your coaching skills

Summary

- **Build culture through experiences**
- **Demonstrate leader behaviors that contribute to nurse satisfaction**
- **Focus on building a nursing culture that yield resilience**
- **Develop resilience with empathy, proactive mindset, and control the “controllables”**

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