

Resiliency in Nursing Leadership



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Objectives

- * Defining resiliency in the scope of nursing leadership
- * Discuss strategies, processes and programs that assist nurse leaders to develop resiliency
- * Explore opportunities to develop resiliency that can impact professional practice outcomes

My leadership Journey...



International
Transplant Nurses
Society

SCONL

South Central Organization of Nurse Leaders

pnl

Pennsylvania
Organization of
Nurse Leaders



Mentors
IN NURSING

AONL | American Organization
for Nursing Leadership™

Zeus



How do you define resiliency?

Defining Resilience

- * The ability to survive and thrive in the face of adversity
- * The capacity to keep functioning physically and psychologically in the face of stress, adversity, trauma or tragedy.
- * Resilience has been noted as a key attribute of transformational leadership and employee engagement
- * It has also been shown to impact the retention of nurse leaders in their roles and well as with direct care staff

What is Resilience?

[Click here to watch video](#)

Why focus on resilience?

- * Stress inducing environment of our work...
- * Increase in crisis with reduction or limited availability of resources
- * Information Overload- data saturation
 - * How much data do we need?
- * Overwhelming demands of Nurse Leaders (NL)
 - * Patient Centered, quality, safety and fiscally responsible
 - * Who wants to be the NL these days?



The reality of the NL position...

- * Stressors of doing the job which may cause...
 - * Frustration
 - * Anxiety
 - * Emotional distress
 - * Apprehension
 - * Reduced personal and organizational outcomes
 - * Decrease recruitment and retention

Effects of Stress on Nurse Leaders

- * Psychosocial health effects
 - * Anxiety
 - * Depression
 - * Shame
 - * Vulnerability
- * Work satisfaction
- * Poor patient outcomes
- * Turnover or attrition of staff



The question is not whether stress will appear and take a toll on those in healthcare, but the steps we must take to appreciate, learn from and develop strategies to deal with the stress... and become resilient



Qualities of a Resilient Nurse Leader

- * Honesty and Integrity
- * Accountability
- * Authenticity
- * Hope
- * Optimism
- * Inspiration
- * Considerate
- * Courage
- * Self Reliance
- * Perseverance



Interventions to impact Nurse Leader Resiliency

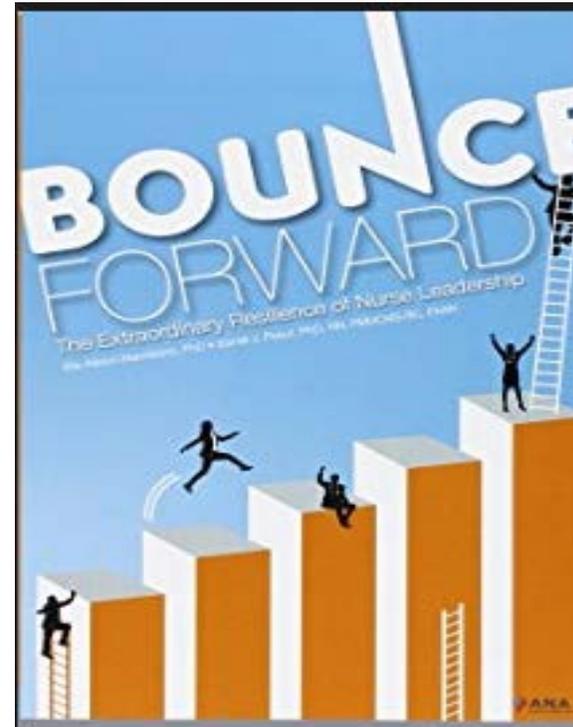
- * Determine how you define your success
- * Collaboration within the organization and community
- * Regulate your mood and affect
- * Balance yourself
- * Know your triggers
- * “KNOW” who you are and what you stand for...
- * Be vulnerable, acknowledge lessons and be willing to try again
- * Innovation and Creativity

Factors for Resiliency

[Click here to watch video](#)

Reference

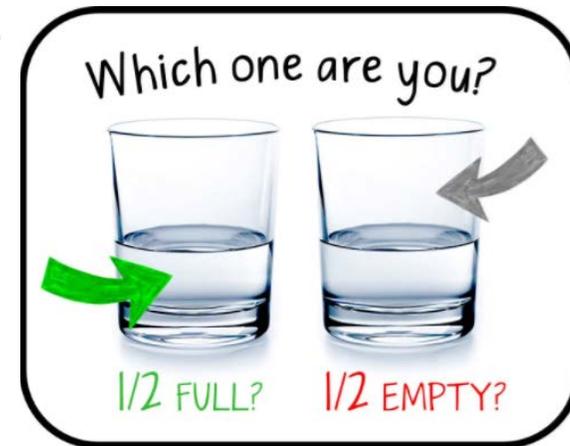
- * Bounce Forward: The Extraordinary Resilience of Nurse Leadership
- * Real Life stories
- * What it takes?
- * How to put into practice.
- * How to foster for your organization.
- * Seven Key things resilience produces.



Napolitano, E.A, Pesut, D.J. (2015) Bounce Forward: The extraordinary resilience of Nurse leadership. ISBN: 9781558105911

Elements to develop resilience

- * Connectedness and support- home or work
- * Intentionality-purpose -connecting the dots to the “WHY”
- * Self Validated care giving- feel good about the work you are doing
- * Self efficacy-capability to achieve goals
- * Self regulation-ability to keep calm in a stressful situation
- * Self Care- healthy lifestyle and care of oneself
- * Positivity-optimism



Competencies of Resiliency

- * Building positive relationships
- * Maintaining positivity
- * Developing emotional insight
- * Creating work life balance
- * Reflection on successes and challenges

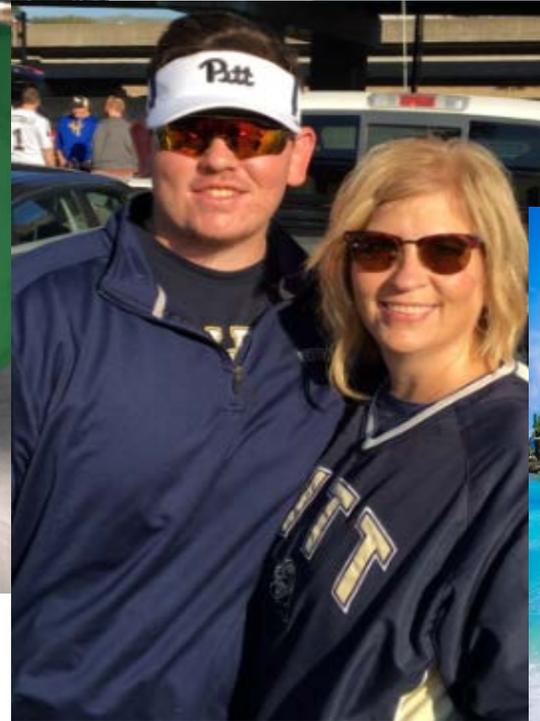


What YOU can do...

- * Avoid perfectionism
- * Workaholics BEWARE...
- * Self Care
 - * What is it?
 - * Who me?
- * Self Reflection
 - * Mindfulness...
 - * Journaling
- * Ask for what you need, clarify expectations

**Self-Care is a
priority and necessity
- not a luxury -
in the work that we do.**

My Self Care



How do we impart Resiliency with our staff?

- * Remove barriers that prevent the direct care staff and leaders from being able to do the best job possible
- * Professional Development
- * Five Practices of Exemplary Leadership
 - * Inspire a Shared Vision
 - * Model the Way
 - * Follow values
 - * Keep commitments
 - * Encourage the Heart
 - * Employee and Patient Rounding

Imparting Resiliency Continued...

- * Reinforce positive behaviors
- * DON'T Tolerate low performers
- * Empower shared decision making and encourage innovation and creativity with your staff
- * Provide opportunity for constructive dialogue to promote staff to talk to one another about their practice
 - * It's not about them as a person...it's about their practice
- * Reward and recognize
- * Show personal concern and empathy
- * Advocate for your staff and patients
 - * If you DON'T there isn't anyone who will...

How do you foster Resilency with your staff or teams?

So why does resiliency matter

- * If you are intentional in cultivating and applying resilience you will find that your relationships and leadership capabilities are enhanced and strengthened during challenging times
- * Stress costs the American workforce 300 Billion dollars per year
- * The average cost of turnover ranges from \$37, 700- \$58,400. Hospitals can loose up to 8.1 Million dollars annually as the nurse turnover rate continues to rise.
- * Benefits of developing personal resilience
 - * Increase longevity and satisfaction
 - * Improved employee engagement
 - * Reduced staff turnover
 - * Improved quality outcomes

Using the Art of Nursing to impact resilience

- * Intentional creative use of oneself based upon skill and expertise
- * Transmit emotion and meaning to other staff as well as colleagues
- * It is a process that requires investment and dedication to sensitivity, imagination and active participation
- * Be a nurse leader who not only thrives in relation to the sciences but is also able to tap into the practice of the Art of Nursing.

Back to our roots...

- * Be present with staff and patients
- * Sensitive to oneself and mindful of surroundings to impact the needs of patients and colleagues
- * Be intentional
 - * Fully connected to oneself to ENJOY the practice of nursing therefore becoming resilient
 - * Pause and reflect upon meeting goals, objectives and successes

*Nursing had at last
developed
roots, purpose, direction and
leadership!*

Let's dance!

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