

# 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

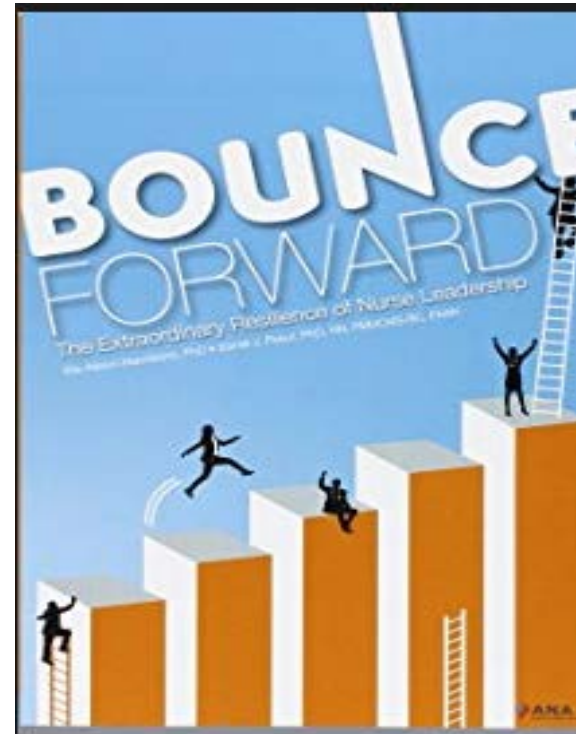
# Factors for Resiliency

[Click here to watch video](#)



# Reference

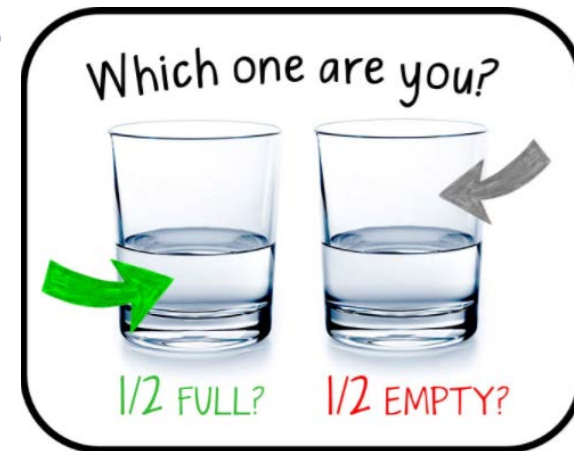
- \* Bounce Forward: The Extraordinary Resilience of Nurse Leadership
- \* Real Life stories
- \* What it takes?
- \* How to put into practice.
- \* How to foster for your organization.
- \* Seven Key things resilience produces.



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

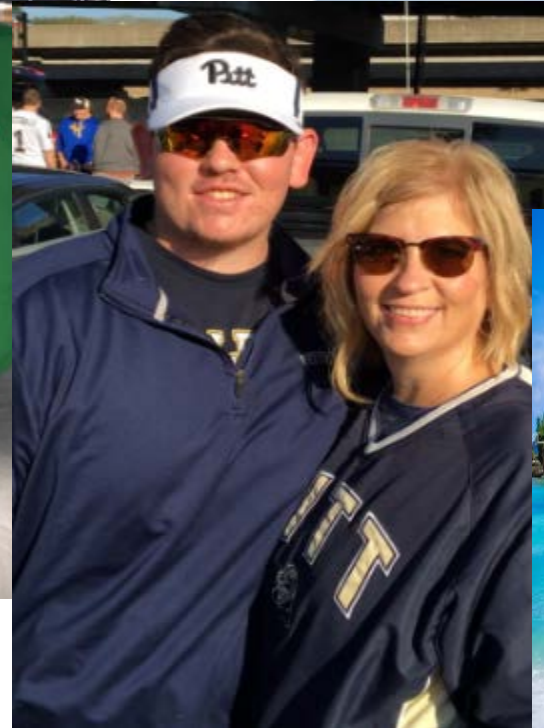


# What YOU can do...

- \* 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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