Strength Finder Results

We all have natural ways of behaving

When you know your talents, you feel empowered to succeed by doing what you naturally do best.

How Talents Help Us Gain Insights About Who We Are:

Strengths:

Describe us.

Influence our choices.

Direct our actions.

Explain why we are better at some things than others.

Help us filter our world.

Why Use StrengthsFinder

One of the largest and oldest data-based assessment processes in the world

Reflective of all types of work, races, ethnicities, socioeconomic classifications, religions, age groups, political persuasions....

Reports Themes—things we naturally do best

Themes contribute to Leadership Domains

Results can change over time

Practice strengthens our talents

First Impressions:

What was your first reaction to your results?

Any surprises?

Have you shared your results with anyone?

Is there a strength you expected to see?

Explain why we are better at some things than others.

Gallup Strengths:

- **Select a picture that represents your top 5 signature themes/strengths.**

- **How does this picture represent:**
  - **The way you work with others**
  - **Manage the things you are responsible for everyday**
  - **What motivates or energizes you**
  - **How you think about and process information**

How to Leverage Strengths

Tell others what your results were.

Matching what people most naturally think, feel and behave represents a person's innate power and potential.

Consider having your team complete the Strengths Finder assessment.

Sharing your top strengths can be a way to role model transparency and gain buy in from team to do the same.

Gallup Website

https://www.gallup.com/cliftonstrengths/en/home.aspx

Stretch Break

7/30/2024

Workplace Violence

Includes: non-verbal, uncivil actions leading to verbal, physical violence and in some cases even death.

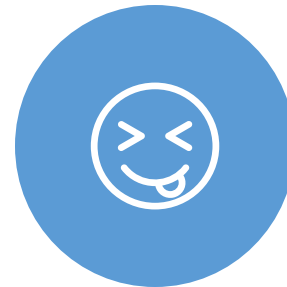All actions are workplace violence whether the intent is to harm or hot.

Definitions:

Incivility:

Rude, discourteous, or disrespectful actions that may or may not have a negative intent behind them

Bullying:

"repeated", unwanted, harmful actions intended to humiliate, offend, and cause distress in the recipient.

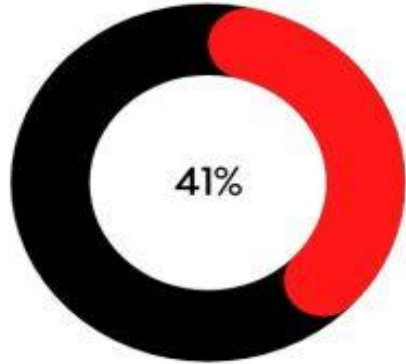**Workplace Violence**

Workplace Violence Includes:

- Beatings
- Stabbings
- Suicides
- Shootings
- Rapes
- Near-suicides
- Psychological traumas

- Threats or obscene phone calls
- Intimidation
- Harassment of any nature
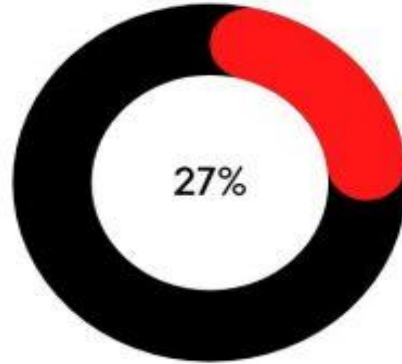- Being followed, sworn or shouted at

https://www.aha.org/system/files/media/file/2024/05/building-a-safe-workplace-and-community-violence-mitigation-in-a-culture-of-safety-issue-brief.pdf
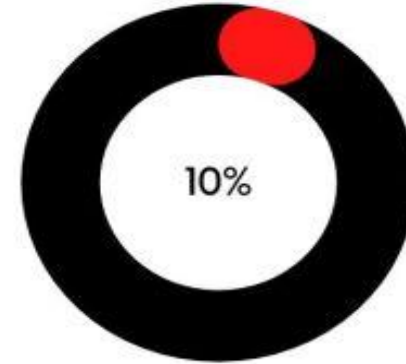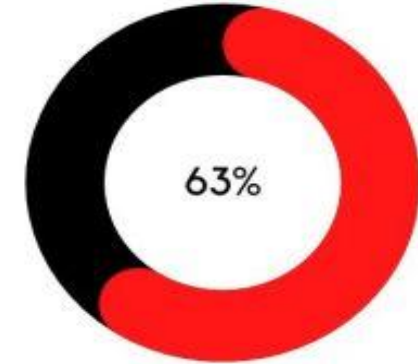
Workplace Violence in Healthcare

41%

Of registered nurses are victims of bullying, incivility, or other acts of workplace violence

27%

Of nurses have witnessed workplace violence

10%

Of nurses say their organizaion addressed the issue of violence very well

63%

Of nurses say their organizaion didn't addressed the issue of violence well

Research Conclusions:

- **There are clear predictors and antecedents to violence, both personal and environmental.**

- **There are varying levels of commitment to eliminating workplace violence.**

- **There is an underlying culture of acceptance in health care that may contribute to the incidence and prevalence of violence, as well as difficulty in deriving solutions.**

- **The costs to nursing in terms of physical injury and financial loss are significant.**

- **The culture of acceptance may contribute to the difficulty in enacting and enforcing felony laws related to the assault of health care workers.**

https://www.aonl.org/system/files/media/file/2019/04/Mitigating-Violence-in-the-Workplace-Toolkit.pdf

Violence on the Rise

- **In 2020, RNs experienced a 35% increase and CNAs a 18% increase in rate of intentional and non-intentional violence related injuries involving days away from work per 10,000 full-time workers.**

- **Gun violence is considered a public health problem across the country. Stories of patients, visitors entering a facility and using a firearm to intentionally harm staff is becoming more common.**

- **Home care visits and ambulatory settings feeling very vulnerable.**

7/30/2024

RN Health, Patient Outcomes and Turnover Interrelationships

Workplace violence has negative impacts on nurses' morale and career satisfaction which can lead to increase patient falls, delays in care and clinical and medication errors.

Staff are distressed, fatigued and experiencing mental exhaustion from working in a hostile work environment.

Authentic Leadership

Respectful authenticity is a way to make a difference—for yourself and others.

Employees feel more comfortable when they know what to expect from their leaders and are communicated to in a respectful and inclusive manner.

Psychological Safety – Make it Safe

- **Things people aren't afraid to say when they have psychological safety:**

- **I don't know**
- **I made a mistake**
- **I disagree**
- **I might be wrong**
- **I have a concern**
- **I have an idea**

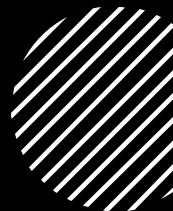- Adam Grant: Think Again

MAKE IT SAFE

How do you build psychological safety and trust with your staff?

Who is willing to share?

Human-centered approach to conflict

I care about_____(you, the team, this project) and I am confident we can find a solution that we can all live with.

What would a successful outcome do for you?

What can I do to support you right now?

What do you suggest we do next?

"Tell me more"

This will help you listen and will lead to a better understanding of the persons perspective.

Eight Components of a Culture of Safety

- Leadership

- Effective Communication

- Education and training

- Reporting and data collection

Eight Components of a Culture of Safety

- **Trust and Respect**

- **Collaboration with law enforcement**

- **Partnering with community-based organizations**

- **Health Equity**

Civility

Actions and behaviors that support the dignity of another.

Role models a respectful person, honors and advocates for diversity and inclusivity, values perspectives of others and creates a sense of belonging.
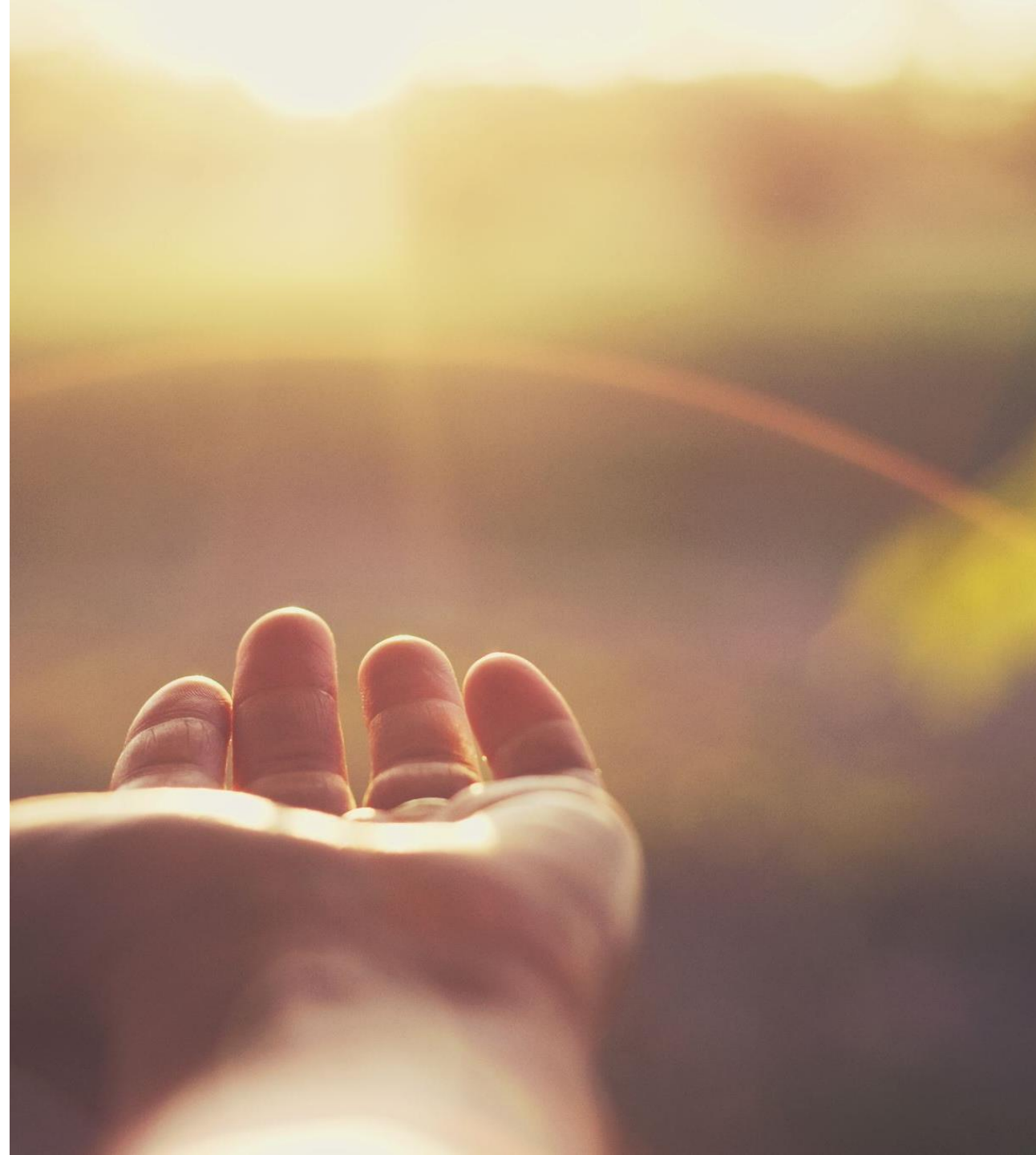
Clark, C. *Core competencies of civility in nursing and healthcare*. (2022). Sigma Theta Tau.

Fundamentals of Civility

1. **Express Gratitude**

- **Recognize, appreciate, and acknowledge others.**

- **Examples:** *I feel so fortunate to have you as my colleague. I could not ask for a better coworker.*

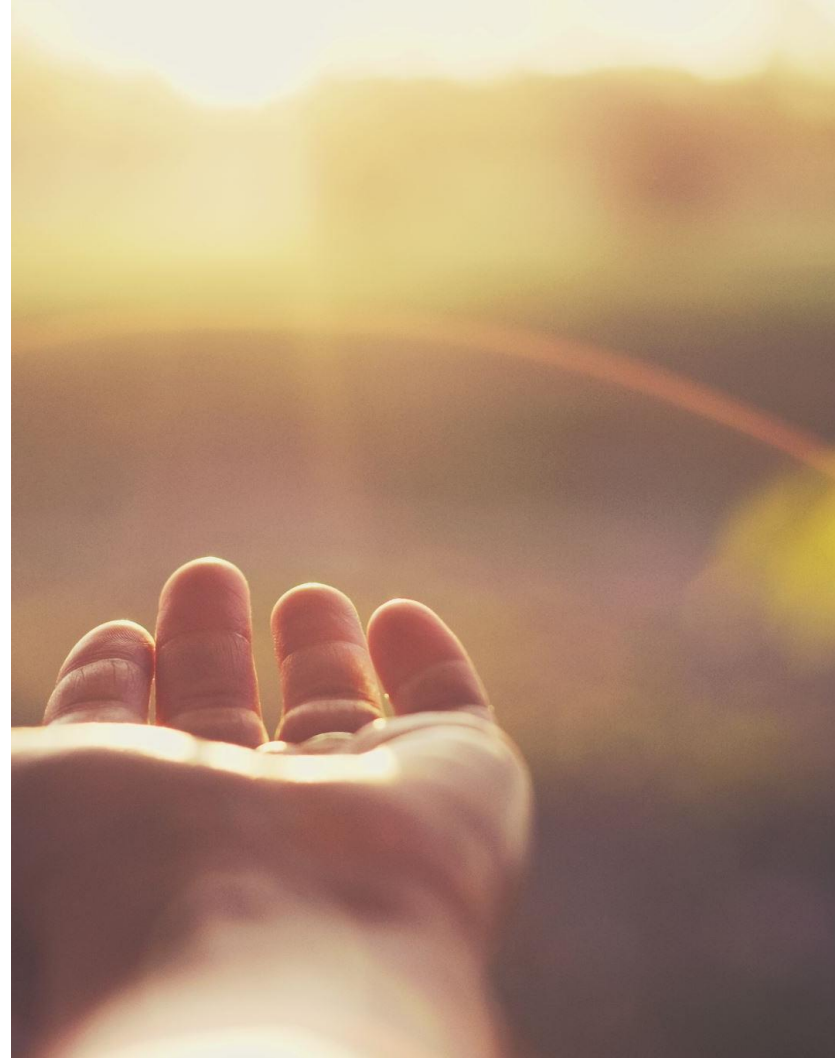- *I always look forward to working with you since I can always count on you.*

7/30/2024

Fundamentals of Civility

2. Platinum Rule

- Do unto others as they would want done unto them—because we are all different and may not know what the other person considers important.

- Example,

"What's the most important thing I can do for you today?"

Fundamentals of Civility

3. **Empathy**

- Recognizing and appreciating other perspectives, being able to put ourselves in another person's situation or position and thinking beyond our own concerns.

- **Compassion Fatigue—**decreased empathy due to nurses feeling depleted or exhausted from repeated activation of empathy working with patients in pain and distress in patients.

4. Listen Well

Listen with an intent to understand and seek to understand and make sense of where they are coming from

Fundamentals of Civility

I think it is important that we rebuild an atmosphere of forgiveness and civility in every aspect of our lives.

T. D. Jakes

BrainyQuote

- 5. Express Micro-affirmations

- Saying or doing something that helps the person know they are valued.

- Examples:

- *Your work is incredible. I am truly impressed.*

- *Thank you for brining fresh insights and ideas to all of us.*

- *Amazing—just amazing.*

- *You have made this team so much stronger.*
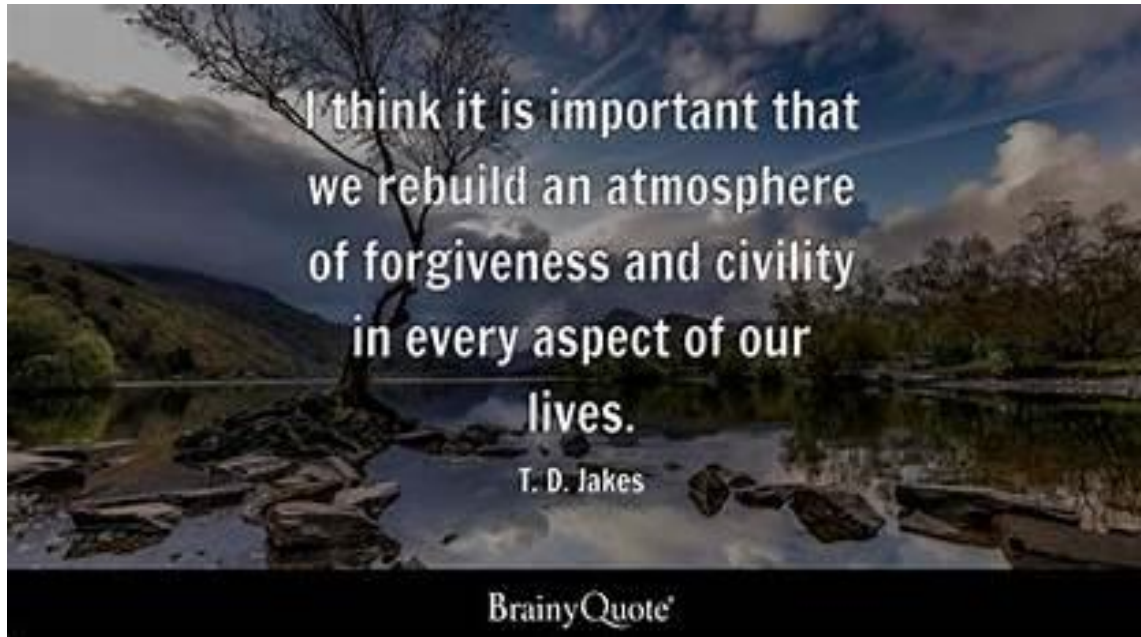
Training Program

The proper training program
to stop the bullying. 🐈
Wait for it.
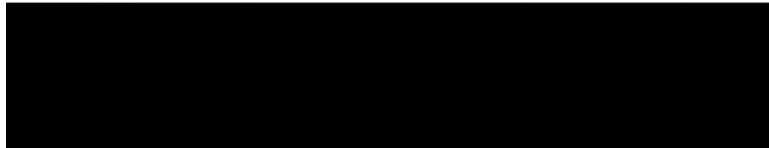
Cat Check

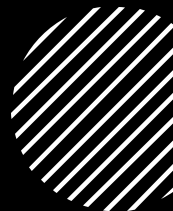# Lunch Break

Workforce/Staffing

Joyce Batcheller Copyright 2024

Most common reasons nurses report they want to leave in 2023 survey:

https://www.beckershospitalreview.com/nursing/fewer-nurses-want-to-leave-profession-3-reasons-some-still-do.html

Unmanageable workloads—29.4%

Concerns with management and leadership issues—25.6%

Pay and Benefits---20.8%

Joyce Batcheller Copyright 2024

Other workforce facts

Almost 1/3 of newly hired RN's leave within the first year and and 20% left within 2 years.

More experienced nurses are leaving RN workforce- leaving an experience-complexity gap.

Experienced nurses also retiring early, working fewer hours or transitioning to other healthcare positions.

Four Strategies to Retain Early-Career Nurses:

1. Create a safe and supportive work environment

- **Transition to practice program**

1 →

2. Discuss what their interests are and how to plan for their career growth

- **Provide mentors**
- **Stay interviews**
- **Stretch opportunities**

Four Strategies to Retain Early-Career Nurses:

3. Focus on skill development   **Nurse residency programs**

4. Do check-ins to determine what their flight risk may be.

Other workforce facts

Patients are more complex. They are older, have high number of comorbid conditions.

Treatment protocols and technologies are numerous and complicated.

4 Generations in the Global Workforce

BABY BOOMERS
- **1946-1964**

GEN X
- **1965-1980**

GEN Y/MILLENNIALS
- **1981-1996**

GEN Z
- **1997-2012**

Pew Research Workforce Breakdown by 2025

BABY
- BABY BOOMERS
  - 6%

GEN
- GEN X
  - 35%

GEN
- GEN Y/MILLENNIALS
  - 35%

GEN
- GEN Z
  - 24%
- Knight R. (2024) Managing people from 5 generations. Harvard business review.
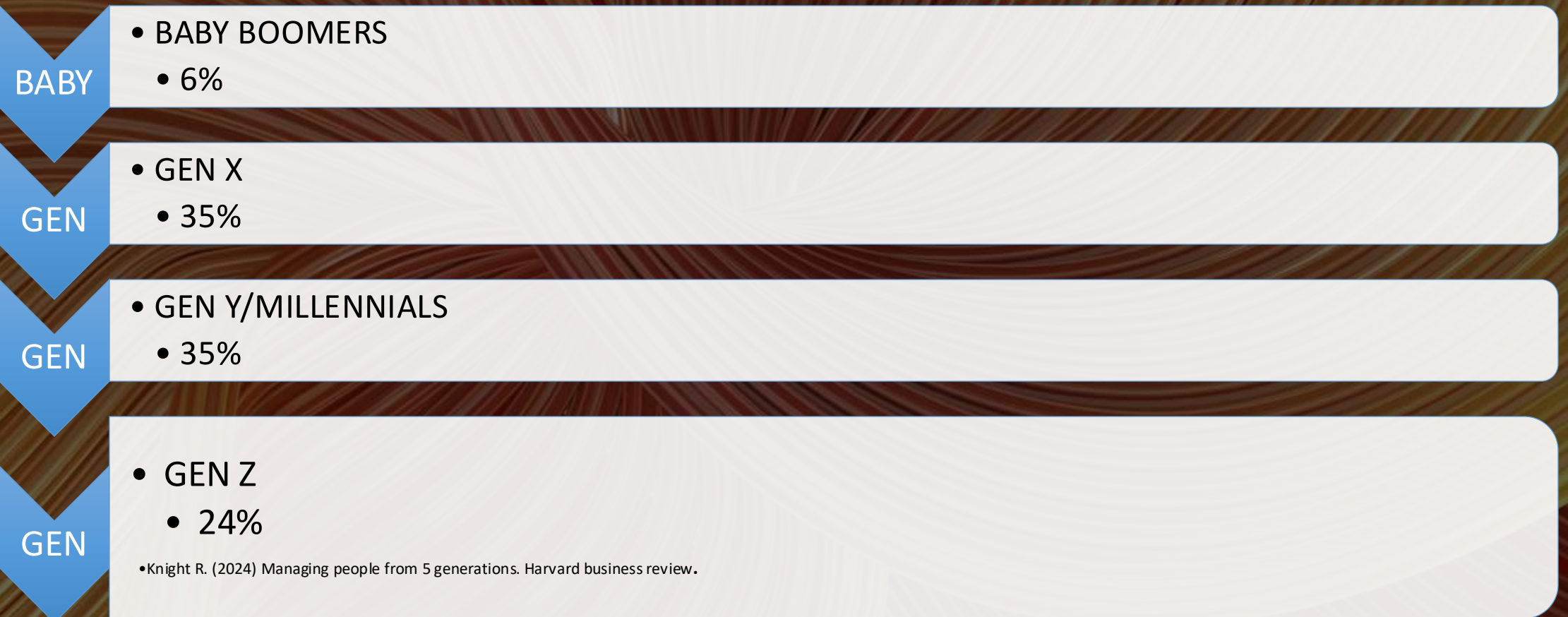
Boomers

- **Continual learners**
- **Resist any concept of them as "old"**
- **More tech savvy and use social media**
- **Like in person contact**
- **Eager to change the world**

- Pew Research Center, (2024) Engaging the workforce across generations. Accessed: July 27, 2024
- https://forms.workday.com/en-us/whitepapers/engaging-the-workforce-across-generations/form.html?step=step2_hr

Gen Xers

- Self-reliant

- Time is currency

- Family and friends come before a boomer-type, work-centric focus

- Slacker reputation evolve to hard working

- Don't trust large institutions

Millennials

- **Internet is #1 resource, and willing to trade privacy for information and convenience.**

- **Expect a lot of guidance and information**

- **Short attention spans**

- **Must see career opportunities or become impatient and move on**

Gen Zers

- **Hard working problem solvers**
- **Concerned with privacy and cybersecurity**
- **Value-conscious**
- **Devoted to and personally involved in social causes**
- **Want prompt and frequent feedback.**

Multigenerational Workforce Commonalities

ADEQUATE COMPENSATION

MEANINGFUL WORK

RELIABLE AND SUPPORTIVE COLLEAGUES

CAREER DEVELOPMENT

WORKPLACE FLEXIBILITY

**SAFE WORKPLACE ENVIRONMENT**

PURPOSE DRIVEN

Managing People from 5 generations

- **Stereotyping—move beyond the labeling**
- **Don't dwell on differences**
- **Get to know each person individually**
  - **Employees preferred communication style**
  - **Planned professional path**

Managing People from 5 generations

- **Leverage strengths**
- **Tips on managing someone who is older than you**
  - **Collaborative approach**
  - **Cross-generational mentoring**
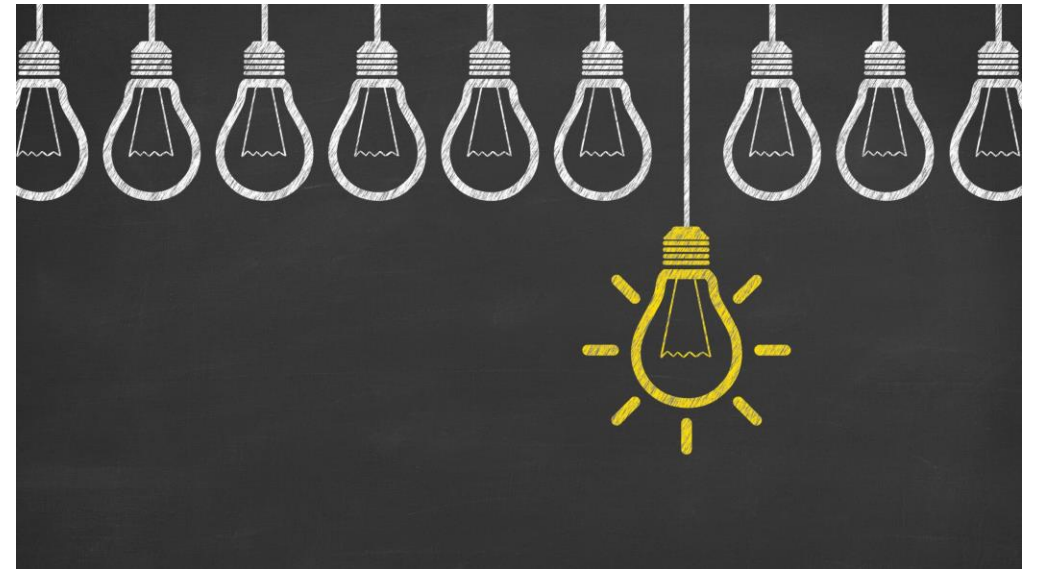
Ten Things You Can Do to Support Nurses

1. Learn what nurses do

2. Show respect and trust that is mutual

3. Share concerns with the right person

4. Don't hesitate to say thank you

5. Do your part to lighten nurse's workload

6. Seek out factual information

7. Ask questions

8. Partner with nurses as they are critical to your care

9. Be an ally

10. Vote

https://blog.aarp.org/thinking-policy/ten-things-you-can-do-to-support-nurses

Break

Joyce Batcheller Copyright 20

Speed Consulting

Speed Consulting

- **Think of a challenge or situation you would like help with.**

- **Make two rows of chairs facing each other.**

- **Each person in the pair will have 1-2 minutes to share what their issue is they want help with. The other person listens and then you will be able to talk to each other 5-6 minutes about potential solutions.**

- **One side will rotate down one chair and then repeat process.**

Speed Consulting

- **Debrief**

- **How can you use this back home?**

Action Plan Development

Reflect on what you have learned.

What are 2-3 actions you are planning to take as a result of what you have learned during the workshop?

How will you hold yourself accountable to follow through on what you are committing to today?

Action Plan Development

Remember to thank the person who supported you attending this program.

Wrap Up

Leadership Journey

Ideas to think about:

Join a professional nursing organization
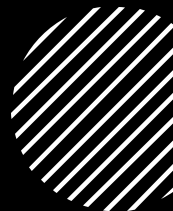
Develop a network of colleagues

Mentors

Book clubs

Journaling

Group Check-In

One-word heart check exercise:

"Give me on word that describes how you are feeling right now?"

Joyce Batcheller Copyright 2024

All of you have been great to work with.

A BIG Thank You

shutterstock