

Building a Strong Workforce: Toolkits for Developing Nursing Leadership Skills

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Background

Clear communication between patients, family members, and healthcare professionals is essential for positive outcomes and good working relationships. Yet research shows that 50% of preventable medical errors are attributed to miscommunication (Maples & Colgan, 2018).

Teamwork and collaboration are among the six QSEN competencies for nurses (Boswell et al., 2021) but new nurses often lack opportunities to develop these skills within their nursing education programs.

Objectives

1. Describe the need for standardized approaches to teaching communication skills to new nurses.
2. Discuss the layout of learning activities associated with the toolkits
3. Explain how this academic-practice collaboration strengthens leadership skill development among new nurses.

Development of Course Materials

- Brainstorming meetings with hospital partners
- Creation of course template for consistent structure, navigation, and look.
- Topic introduced through objectives and activities.
- Leadership skills are applied in simulations with trained actors or volunteers.
- Debriefing with constructive feedback from peers.
- Wrap up activities encourage further reflection, research, and engagement with the topic.

Methods

Three web-based toolkits were created to:

PRACTICE AND DISCUSS:



Interprofessional Collaboration

Build skills in understanding a variety of perspectives, managing priorities from everyone in the group and meeting expectations as a reliable team member. Join forces to improve outcomes in patient-centered care.



Conflict Management

Recognize different intensities of conflict from low-level disagreements to highly charged arguments. Manage conflict more effectively with health care team members, patients and family.



Personal & Patient Advocacy

Learn best practices in how to speak up for yourself and your patients with calm and assertiveness. Develop communication phrases and techniques to discuss concerns.

Sample Course Home Page



Welcome to Conflict Management for Health Care Providers

Below you will find the schedule for your course and contact information for the facilitator.

Facilitator Information (click to expand)

[Click Here to Begin](#)

[Guide for Partners_example_schedule_final.docx](#) ↓

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Sample Schedule

Topic	Activities	Facilitation Strategy/Location	Time Frame/Due Dates
Preparing to begin Module: Participants Getting Started and Overview	- Make an account in SUCCEED. - Watch 5 min introductory video	Independently, Online	Before meeting on May 7 th
Module: Participants- Pre-Simulation Experience	- Complete the "Pre-Check" - Watch "Why there's so much conflict at work and what you can do to fix it" - Watch "Conflict resolution strategies"	Group Session 8:30a-12:30p, Zoom link sent by AGH	May 7 th by 11:59pm
Module: Participants- Pre-Simulation Experience	- Read "Levels of conflict and use of the VALUED model" - Complete the Pre-Simulation Experience Video Vignette Response - Optional: read "Role Construction and boundaries..." - Optional: read "Communication Techniques Handout"	Group Session 8:30a-12:30p, Zoom link sent by AGH	June 4 th by 11:59pm
Module: Participants- Simulation Experience	- Complete a conflict management simulation - Read "Managing Personal Conflict—Steps for Success" - Debrief as a group after the simulation - Complete the "Post Check"	Group Session 8:30a-11:30a, Zoom links forthcoming and will be posted in the SUCCEED course	July 2 nd by 11:59pm

Preliminary Results

In the pilot phase, this collaboration between education and practice shows great promise.

Quantitative and qualitative data collected from learners and facilitators will help determine effectiveness of specific activities and overall satisfaction with the quality of the toolkits and guide changes.

Conclusions

Toolkit courses provide:

- standardized, easy to use learning materials
- flexibility in course design for different learner groups
- customized approach with support for delivery

Opportunities for hospital partners:

- new nurses develop communication skills
- facilitators gain confidence in teaching abilities

Sharing resources between academia and practice is vital to continue building a strong nursing workforce.

Bibliography

Boswell, C., Sanchez, L., & Powers, R. (2021). QSEN competencies: How well are we doing? *Nursing Management*, 52(4), 49-53. doi: 10.1097/01.NUMA.0000733664.57667.9f

Maples, W.J., & Colgan, D. (2018, October 2). Closing the gap on medical errors and communication failures that lead to suboptimal patient care. *Institute for Healthcare Excellence*. <https://www.healthcareexcellence.org/2018/10/02/closing-the-gap-on-medical-errors-communication-failures-that-lead-to-suboptimal-patient-care/>