

Enhancing Nurse Well-being and Mitigating Stress Injuries:

A Comprehensive Intervention Utilizing Active Listening and Verbatim Techniques

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01. Introduction/Background

The nursing profession is renowned for its demanding nature, placing nurses at risk of elevated stress levels that can lead to adverse health consequences and diminished overall well-being of nurses. Acknowledging the imperative for targeted interventions, this initiative addresses the nurse health and stress injury continuum through nurse leader education and support. It aims to enhance nurse communication, develop a deeper team connection, and mitigate stress by integrating active listening and verbatim techniques into the daily practice of nurse leaders, who play a pivotal role in fostering a supportive work environment.



02. Purpose & Aims

The primary purpose of this initiative is to quantifiably evaluate the impact of active listening partnered with the verbatim tool to improve nurses' well-being and prevent stress injuries when first engaged by nurse leaders. The program aims to assess the effectiveness of training nurse leaders in active listening and verbatim techniques, recognizing their critical role in shaping organizational culture. Specific aims include:

- Quantifying changes in stress levels.
- Analyzing the qualitative impact on nurse-nurse interactions through verbatim analysis.
- Measuring the overall effectiveness of leadership training in promoting a healthier work environment.

03. Methodology

This initiative began in June 2023 with an in-person beta group of nurse leaders from diverse backgrounds, education, and work environments. Drawing on evidence-based practices, this initiative combines a leadership development workshop, educational modules, one-on-one coaching, and practical training sessions. Participants engaged in a two-hour training participated in a skill return demonstration and three peer coaching sessions.

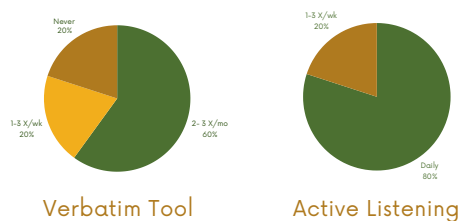
04. Results

Using a post-course evaluation tool, Initial study results indicate that participants felt empowered to understand their listening style better. All participants reported improved self-awareness while listening to their team express their struggles and needs. Early verbatim analysis reveals a 60% improvement in communication dynamics, with nurses demonstrating enhanced empathetic engagement and understanding in their interactions with teammates. Specifically, group participants reported that the verbatim tool, primarily used by chaplains, helped them slow down and understand better why they reacted rather than supportively responded to one of their team members. This, along with the active listening skills, they said, helped them be more self-aware and available to their staff during times of stress.

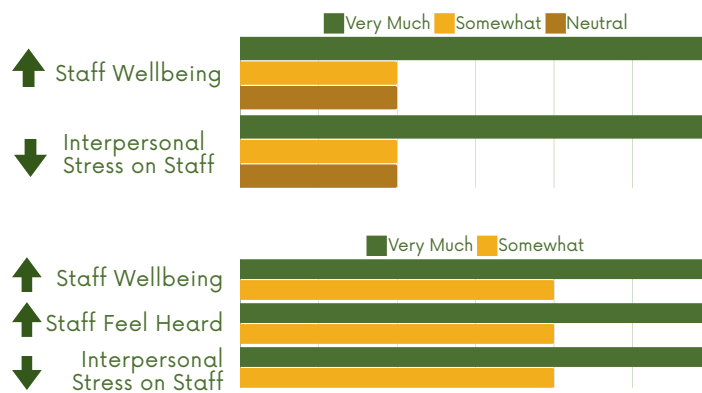
05. Analysis

- Course participants come from various professional backgrounds, including in-patient pediatrics and adult care, outpatient case management, and public and private health systems.
- Participants have a median average of fifteen years of nursing experience and a median average of ten years in nursing leadership roles.
- Participants completed course surveys immediately following each section at the end of the course and six months post-course to determine the course's impact on nurse leaders and their teams.

Usage of Teachings



Impact of Teachings



06. Conclusion

Integrating active listening and verbatim techniques into nursing leadership practice, complemented by leadership training, mitigates team interpersonal stress and enhances the overall well-being of nurse leaders and their teams.

07. Practice Implications

Though more research is needed, early results suggest positive practical implications for healthcare organizations aiming to support nurses' well-being and break the stress injury cycle. Implementing statistically validated training programs in active listening and verbatim techniques for healthcare leaders can reduce nurse stress levels and improve job satisfaction.

08. References

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