

SESSION TITLE: Keeping A Professional Presence During Times of Change

CONTENT DESCRIPTION

Change....that one word causes shivers down the spine of the most experienced nurse. We feel like we have seen it all....until....the latest change is announced☺. Mergers, buyouts, closings, downsizing, the list goes on and on. As a matter of fact, change is the only constant in healthcare. Motivating everyone to realize the IMPACT that they have on their work environment can help create an environment where people want to succeed and get the work done.

Utilizing a reality based approach that recognizes the stress people feel on a moment to moment basis, emphasis is placed on what is in the HEART of a nurse. Too often in health care the core value of competence is rewarded at the expense of an equally important value . . . caring. This presentation will ask the participants to look at themselves as the nurse everyone wants to work alongside of and realize together, we will do this.

BEHAVIORAL OBJECTIVES

- Identify the components of organizational culture.
- Explore the impact that a hero has in an institution.

CONTENT OUTLINE

- The person in the pair – exercise
 - Change 1st reaction don't like it"
 - Concrete vs. Abstract
 - Lose vs. Gain
 - Overwhelming

 - How fast can we go?
 - Microwave generation
 - Swinging in a hammock
- What is culture?
 - Not mission!
 - Mission is lived not laminated
 - The Joint Commission/DNV, feared by whom?
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▪ Culture Components

Heroes

- Are you having a good day?
- Cashier
- OB excellence

Values

- They are the one area that cannot change
- Caring
- Competence

Stories

- Pass on the legacy of the values throughout the organization
- Are hard to measure

Traditions

- First day of spring
- Service awards
- Holiday celebrations

Why it's in every one of us to be wise?

- Do you accept a thank-you ?
- Do you let staff/co-workers know what you do?

→ The story of a patient, anxiety and a hero