

LPNequip.org

Logos Presentations Nursing

Building Positive Work Environment: It Begins with Staff

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Building Positive Work Environment: It Begins with Staff

- ▶ We have the responsibility and power to impact our environment for good.
- ▶ Hope you will do what you can do to make it the best.
- ▶ Look forward to walking through the doors vs. dreading it.

Three Segments:

- ▶ 1) Building Memories Not Misery
- ▶ 2) Disembarking From The Gossip Train
- ▶ 3) Checking Your Baggage At The Door

Introduction

- ▶ Article: “Navy Nurse’s Disturbing Video Goes Viral” Culture of mean?
- ▶ Boulders roll down hill and crush everything in path. (Admin to DN.)
- ▶ Changing the culture is a decision. Are you willing?

#1 – Building Memories Not Misery

- ▶ YOU'RE STUCK WITH EACH OTHER...
 - What kind of family do you want to be?
 - Appreciate your differences, realize your commonality.
 - Focus on the positive, don't dwell in the negative.

#1 – Building Memories Not Misery

- ▶ DON'T BE *THAT* CO-WORKER:
 - Wherever miserable people go, there they are!
 - Pick your battles.
 - “It’s better to swallow than spit!”

#1 – Building Memories Not Misery

- ▶ *“GETTING TO KNOW YOU!”*
 - Put your staff in groups of two.
 - Have one offer two untrue things, one true.
 - Guess what’s true. Ask five questions.

#1 – Building Memories Not Misery

▶ MEET:

- Valarie Venter – She will use someone, ANYONE, as a sounding board to dump her complaints.
- Terry Tophis – No one has it as bad. A pro at “Can You Top This”.
- Freddie Faultfinder – Finds faults in others but can’t see his own.

#1 – Building Memories Not Misery

▶ MEET:

- **Conner Complainer** - Obsesses over complaints and feels worse after venting. Chooses to ruminate rather than letting go.
- **Yanni Yeabut** - No matter what solution you give the answer is “Yea, but...”
- **Peggy Pessimist** - Negative about everything from a remodel in the center to new equipment.

#1 – Building Memories Not Misery

▶ MEET:

- **Lizzie Lazy** - Does the minimum required, gains sympathy for her excuses to unload her workload on others.
- **Fannie Favorite** - Favors certain people builds a closed social click.
- **Gus Gossip** - Destructive, hurtful behavior that can pin people against each other. Undermines trust and fosters paranoia.

#1 – Building Memories Not Misery

▶ WORK IN THEIR SHOES

- Leaders come alongside and work alongside.
- Understand struggles, training... not a time to correct simply a time to reflect.
- CNA, food services, maintenance, housekeeping? Get to know them!

#1 – Building Memories Not Misery

- Have you taken time to work in their shoes?
- If so what did you learn?
- What did you change either in your center or management style?

#2 – Disembarking the Gossip Train

▶ IT'S A DANGEROUS RIDE!

- Confrontations can lead to lawsuits or bad press and career loss!
- Assume **SOMEONE** is always watching, listening, or recording you. (Puzzle table)
- As a POA, that's what I did! (Minus the recording.)

#2 – Disembarking the Gossip Train

▶ HEADS UP!

- Residents/Family members are not there to meet our emotional needs.
- NO confiding re: work related frustrations, personal/personnel issues.
- What's the impact on your resident?

#2 – Disembarking the Gossip Train

- ▶ **CO-WORKERS BULLY TOO!**
 - Two women who were suppose to train saw as threat?
 - Conspired and refused to help.
 - Then they got to know me.

#2 – Disembarking the Gossip Train

▶ THINK FIRST!

- Is it friendly, fair, factual, or forgiving?
- If not, forget it!
- What impact could it have?

#2 – Disembarking the Gossip Train

▶ POSITIVE GOSSIP:

- “Who is this?” photo feature.
- Keep a jar at nurse’s station. Correct guessers get a prize.
- Reveal next month with top 3 pics.

#2 – Disembarking the Gossip Train

*Can you tell
which one
of these
two now
works
among us?
Who could
it be?*

#2 – Disembarking the Gossip Train

*Was this a
Halloween
costume or a
profession?
Who is the
pantomime
among us?*

#2 – Disembarking the Gossip Train

▶ OPPORTUNITIES FOR UNITY:

- Newsletter entitled *CAMARADERIE*. Various contributors.
- Enlist someone to interview staff.
- Employee fun facts: “Sam is a writer.” “Shanna was a semi-truck driver.”

#2 – Disembarking the Gossip Train

▶ “HOT TIP” SECTION:

“A lower pitched voice is easier to hear. Consider dropping your vocal pitch down a notch and see if that helps your resident hear you more easily when you are chatting.”

#2 – Disembarking the Gossip Train

▶ VOLUNTEER OF THE MONTH:

“Thanks to Sam for volunteering this month to read to our residents,”

or

“Thanks to Suzie for volunteering her time to do some sewing repairs.”

#2 – Disembarking the Gossip Train

▶ ENCOURAGING WORDS:

*“Got any rivers they say are uncrossable,
got any mountains they say
‘Can’t tunnel through’?*

*We specialize in the wholly impossible,
doing the things they say you can’t do.”
Song of the Panama Canal Builders*

#2 – Disembarking the Gossip Train

▶ ABOVE & BEYOND:

“Mary noticed Claudia needed some extra help and without even asking offered a hand. Way to look-out for each other, Mary!

Thanks for going above and beyond!”

or

“After Bob had already clocked out he noticed one of our residents in the dining room feeling sad. He sat with him for a while until he felt better. Way to go above and beyond, Bob!”

#2 – Disembarking the Gossip Train

▶ CONGRATS:

- Birthdays, anniversaries, graduation...

*“Congrats to William for officially becoming an RN.”
and/or*

*“Congrats to Mary for getting an ‘A’ on her final in
Psychology.”*

#2 – Disembarking the Gossip Train

▶ SAY HELLO:

“Say Hello to Susie our newest CNA in rehab. She comes to us with 10 years of experience, has a great sense of humor and loves horseback riding and shopping...”

#2 – Disembarking the Gossip Train

▶ REFERRAL REWARDS:

“Mary suggested Mrs. Jones come and check us out. Now that Mrs. Jones joins us as one of our wonderful residents as our thank you to Mary we hope she’ll enjoy spending her special Resident Referral Reward!”

#2 – Disembarking the Gossip Train

▶ HEALTH TIPS:

*“Staying hydrated will help you stay more alert. When you’re feeling tired, you just might be a little dehydrated. Pure water is better than the sugary stuff.
So drink up!”*

#2 – Disembarking the Gossip Train

▶ STRESS RELIEVERS:

“Taking a walk in the fresh air is a great way to relieve stress. Maybe some time this week grab a few co-workers and stroll around the lake. Just remember to talk about anything but work!”

#2 – Disembarking the Gossip Train

▶ PROBLEM SOLVED:

- Employees write how they met a challenge they faced on a note card and place it in a jar.
- Employee get acknowledgement for solution.
- They can include something they've learned in a class or at a previous position elsewhere.

#2 – Disembarking the Gossip Train

▶ IN THE NEWS:

- Community events/news or something new/coming up at the center.
- Businesses who've helped/donated.
- Relevant article related to care centers/staff

#2 – Disembarking the Gossip Train

▶ HOW ABOUT YOUR CENTER?

- Do you have a news letter or something like it?
Any other ideas?
- How have you used it?
- Does your staff respond?

#3 – Checking your Baggage at the Door

▶ PERSPECTIVE HELPS!

- When you walk through the door what are co-workers thinking?
- “Thank goodness?” or, “Oh, NO!”
- What are you thinking? Positive/Negative

#3 – Checking your Baggage at the Door

▶ TRADING PLACES:

- Would you trade places?
- Gratitude vs. Grumbling
- Perspective prompts compassion, patience, awareness we're in another's home.

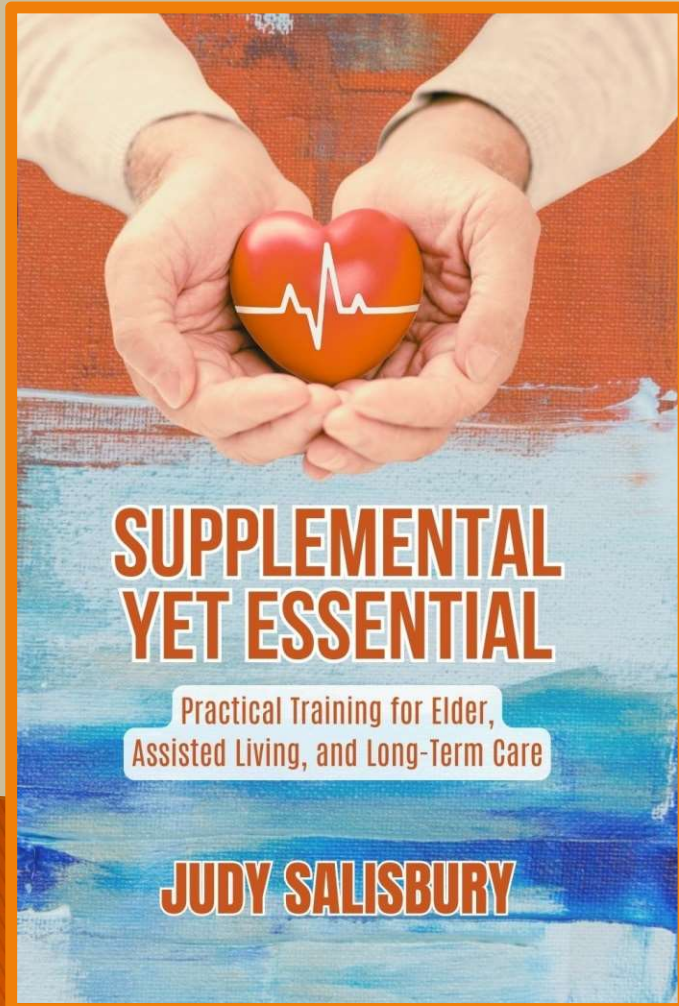
#3 – Checking Your Baggage at the Door

▶ WHAT IF?

- You can't shake your bad day?
- Is there a personal challenge? Tell someone.
- Is this a stepping stone vs. career?

Wrapping it Up

- ▶ We have the responsibility and power to impact our environment for good.
- ▶ Take what you've learned and apply it.
- ▶ So you look forward to being together.
 - YOUR THOUGHTS AND/OR QUESTIONS



LPNequip.org
"Supplemental Yet Essential
is a great read
with great information!"

JOE TORRILLO

Retired FDNY Lieutenant
9/11 Survivor/Motivational Speaker



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