

Nursing Leadership

Key insights to empower nurses



Novia Solutions recently participated in the Association of California Nurse Leaders' annual conference and came away with several key insights that apply across the nursing leadership spectrum. Here are some highlights about how nurses can be empowered to construct a culture of positive leadership.

Why Leadership Matters

During an inspirational and motivating talk on leadership, our speaker challenged us to examine our leadership style by identifying our strongest values.

What are the most important values that guide you through your decisions and actions at work?

Think about a leader whose direction you would willingly follow—What are the key characteristics they display?

Your values constitute your personal bottom line.

- Communication
- Discipline
- Respect
- Family

- Honest
- Respectful
- Passionate
- Inspiring

When you know your values and the key characteristics that you admire, determine if your actions demonstrate these to your employees.

- **Leadership is personal;** the most influential leaders are those who express their values and have meaningful interactions with their direct reports
- **Leaders utilize the talents** of those they are leading and engage their staff to create the best patient experience possible rather than simply telling subordinates what to do
- **Credibility** is one of the top characteristics people look for in their leaders. Credible leaders establish their actions as their words, and in doing so, set a role model more powerful than anything that can be said
- **Leaders act with courage** especially during times of change. Change can be fearful, but change is the vessel for courage—firm belief in the change you are enacting can help work through the fear
- **Lead with conviction** and with your belief in the reason for change—it will help engage others and make it easier for them to believe as well
- **Be compassionate,** understand the perception from the employees point of view, and have a plan for getting buy-in
- **Communicate consistently** and follow up by measuring results with hard data

Generations in the Workforce

A popular topic amongst hospital leaders is how to attract, engage and retain nurses when there are multiple generations working side by side. The two largest segments of these generations are Baby Boomers and Millennials. Each of these generations is crucial to developing a productive workforce, especially as millennials move into leadership roles and boomers transition into retirement. Understanding the differences in their approach to leadership and what motivates these generations will be the key to successfully engaging and retaining them.

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Baby Boomers	Millennials
<ul style="list-style-type: none"> • Are driven in their work ethic and will most likely put work ahead of life 	<ul style="list-style-type: none"> • Are driven by goals in their work ethic, and are used to working collectively on projects
<ul style="list-style-type: none"> • Believe that the path to leadership is obtained by paying your dues 	<ul style="list-style-type: none"> • Believe in equal opportunity for all not only in leadership but in social, political and economic affairs
<ul style="list-style-type: none"> • Focus on relationships, prefer personal contact such as face-to-face or phone calls 	<ul style="list-style-type: none"> • Live their lives collectively and connected at all times through mobile mediums
<ul style="list-style-type: none"> • Have an optimistic outlook on life in general 	<ul style="list-style-type: none"> • Are confident, having been raised being told that they are “special” and rewarded for just showing up
<ul style="list-style-type: none"> • Hesitant to take too much time off work for fear of losing their place on the corporate team, resulting in an imbalance between work and family 	<ul style="list-style-type: none"> • Expect an integrated work/life balance

Tapping into the key motivators of each generation will enable leaders to keep all staff engaged, encouraging millennials to take an active role in leadership.

Critical Issues in Nursing Leadership—Education Redesign Project

The role of the nurse is evolving. Redefining the educational standards will help support new nurses as they emerge into the workforce.

- Role of the nurse is changing from managing the disease to maximizing the environment
- Nurses need to create a safe atmosphere as well as a nurturing and comforting setting for patients and their families
- They are responsible for all aspects of the patient and often have the most direct impact on the patient’s perception of the care they are receiving
- The nurse will be the first and last person most likely to interact with the patient, further reinforcing their influence on the patient’s experience

Nursing is an exercise of balancing all of the variables:

- Disease process
- Available resources
- Desires of the patient
- Desires of the family

Today’s nurse needs to have the ability to coordinate all involved in the caregiving

About Novia Solutions, Inc.

Novia Solutions is a nationwide healthcare leadership placement agency, specializing in interim leadership placement. As specialists in healthcare, Novia has cultivated an extensive team of top tier, specially trained, professional interim leaders who are committed to executing your organization’s strategic priorities. Successful Interim Leadership starts with a strong partner who delivers seasoned experts at a moment’s notice to stabilize turmoil, manage change, and produce results.



Our sister company, Novia Strategies, has one goal: To help hospitals and health systems improve their operations, quality and financial strength so they can continue to care for patients. As one of the longest-established clinician-owned healthcare consultancies in the country, Novia has the experience, flexibility, structure and size to implement results quickly and to create the culture of change needed to sustain those results.

Novia works within individual departments, and also delivers integrated services across the entire organization as the team partners with clients to operationalize their strategic plans. Key focus areas include:

- Care Management Transformation
- Non Labor
- Revenue Cycle
- Surgery
- Labor Productivity
- Pharmacy
- Safety & Quality
- Compensation & Benefits
- Technology