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.

Background

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.

Objectives

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.

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

Guide for Partners: example schedule: final doc

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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
