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Future-Ready Nurses: Coaching Skills for 21st Century Healthcare Challenges

May 20, 2024 **12:50-4:20 PM EST**

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Road map

- Identify best practices for more impactful coaching conversations with patients.
- Review the evidence on habit science and how to integrate it into nursing practice.

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Therapeutic Self

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Bringing oneself to emotionally engage with patients, families and the health care team with ***unconditional positive regard*** to build trust with caring and empathy.

Johnson, J., O'Grady, E. & Coetzee, M. (2023). **Advancing Relationships in Healthcare: Intentional Use of Self.** DesTech Publishing.

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Build Relational Capacity

First Principles for a Therapeutic Self

1. **Care deliberately**
2. **Prioritize *relationships* over tasks**
3. **Respect for SELF**

Johnson, J., O'Grady, E. & Coetzee, M. (2023). **Advancing Relationships in Healthcare: Intentional Use of Self.** DesTech Publishing.

Don't Engage

those who are …

- **Agitated**
- **In Deep Resistance**
- **Grieving**
- **Irrational**
- **Demented**
- **Severely Mentally Ill**
- **Intoxicated**
- **Obtunded**
- **High**
- **Impaired**

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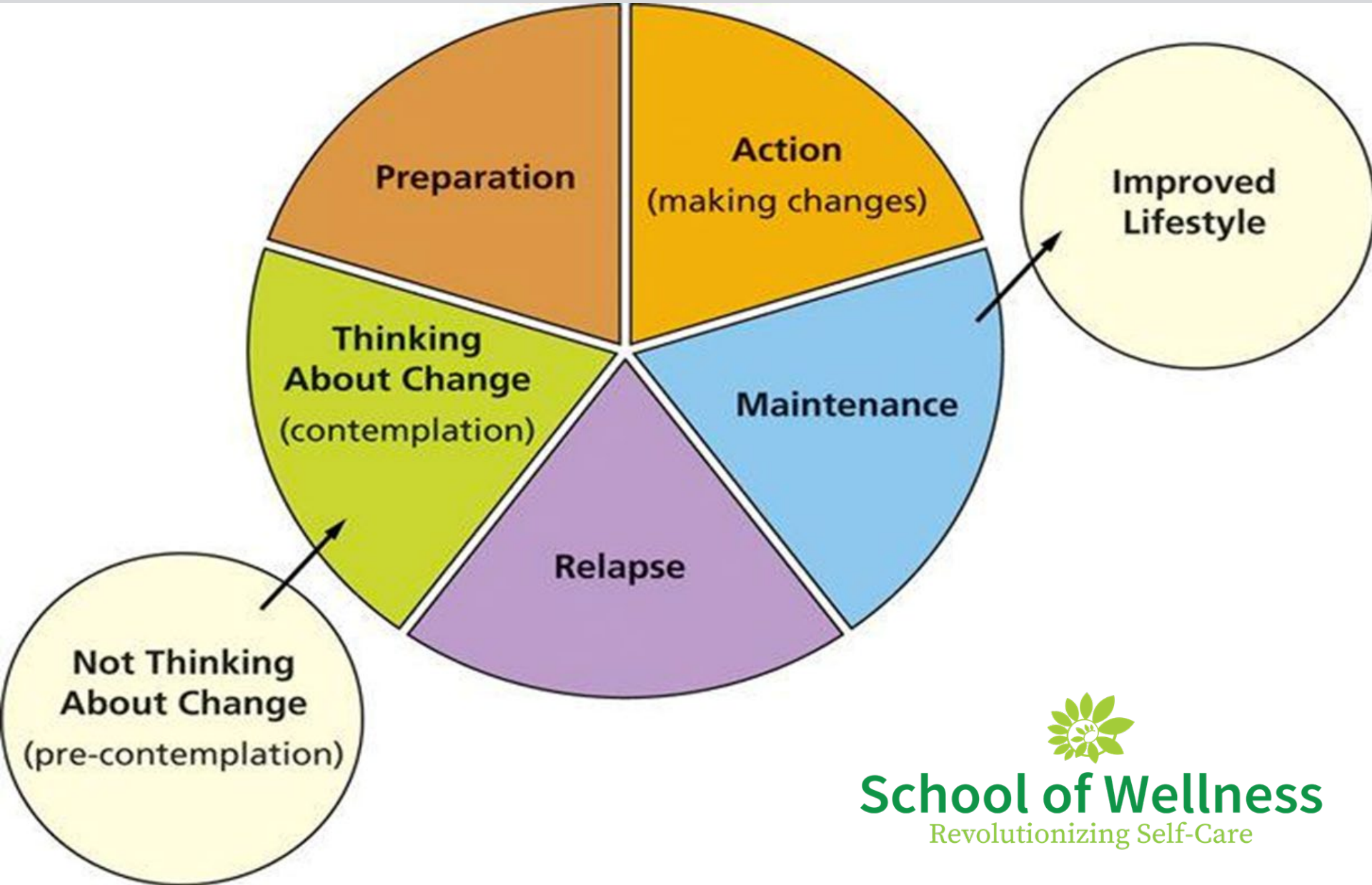
The Anti- New Year's Resolution



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Contemplation

Action

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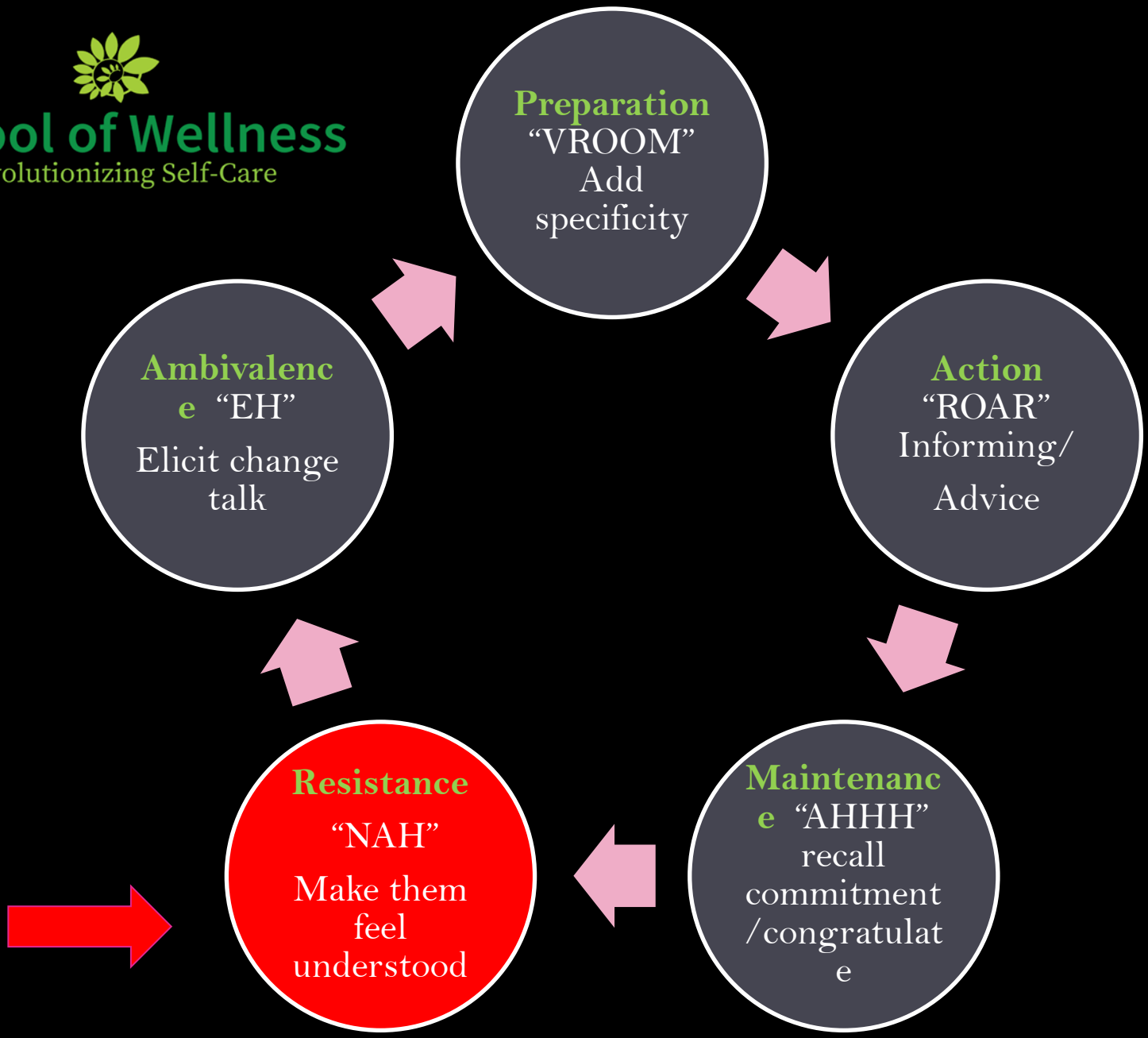
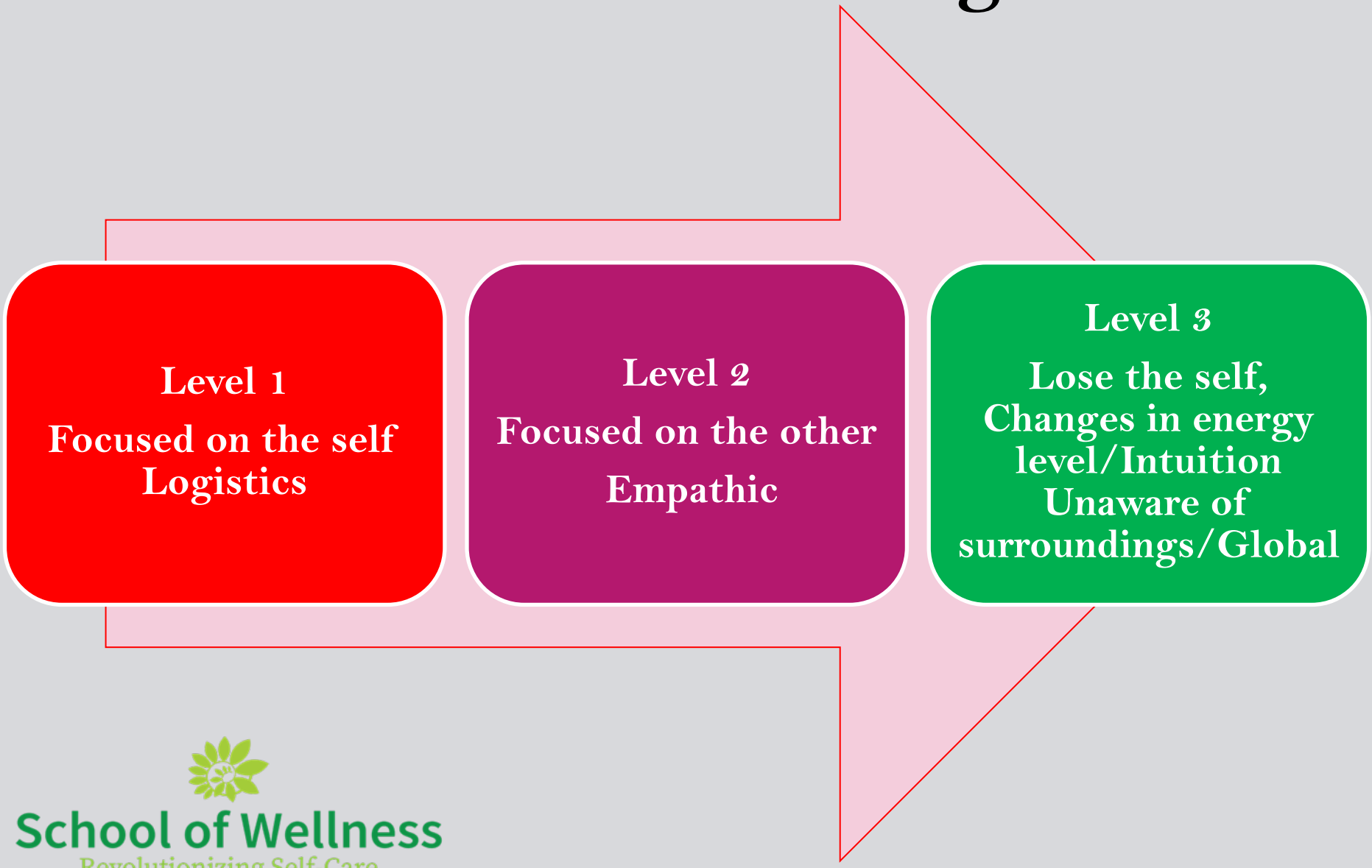


The Four Levels of Patient Activation

Hibbard JH, Stockard J, Mahoney ER, Tusler M. Development of the Patient Activation Measure (PAM): Conceptualizing and Measuring Activation in Patients and Consumers. Health Services Research. 2004;39(4 Pt 1):1005-1026.

Level 3 Listening



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The Coaching Habit Questions

1. What's on your mind?
2. …and *what else*?
3. What's the real challenge here *for you*?
4. What do you want?
5. How can I help?
6. If you're saying YES to this, what are you saying NO to?
7. What was most useful for you?

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Raise Awareness
Powerful Questions

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- What are you **not** willing give up?
- If you say YES to __, what do you say 'NO' to?
- What's working well in this situation?
- Who do you need to become to make it happen?
- What do you want to see happen?
- What do you want to be held accountable for?
- What would your life be like if you were not …?
  - *name limitation*
- What is your deepest desire for yourself?

Conversational Challenge

NO advice for the next 3 days!

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Habit Science

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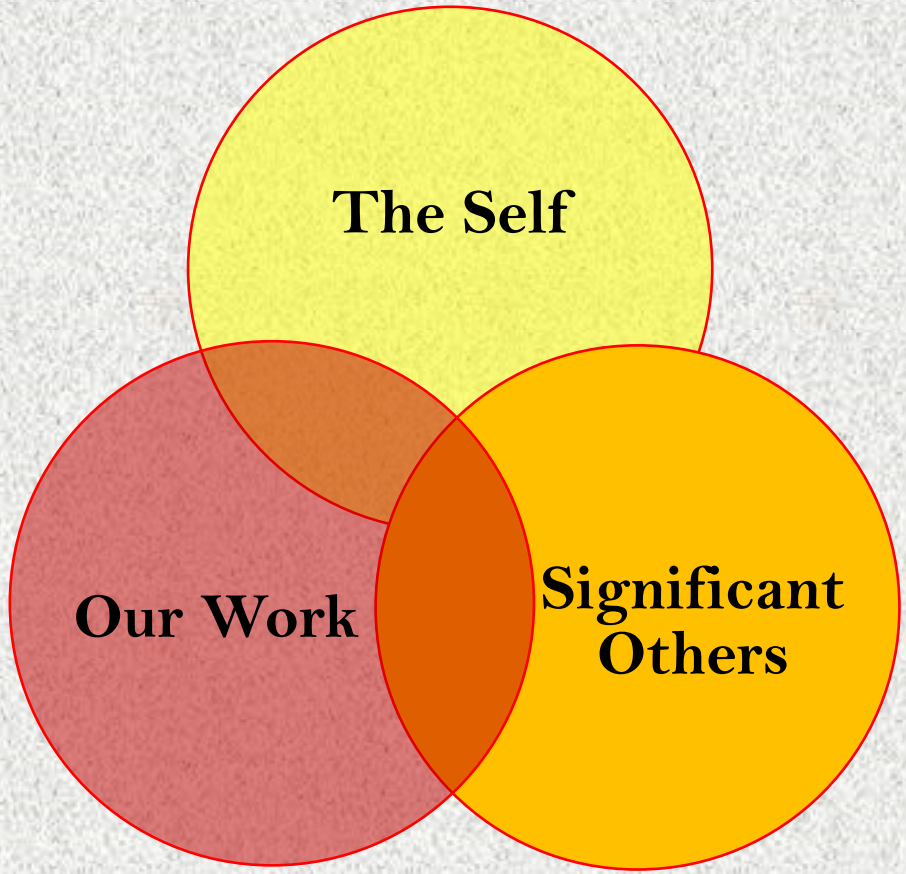
- Decide it
- Fresh-start it
- Chunk it
- Stack it
- Link it to your identity
- Claim Agency

Venn Diagram your Life
Our 3 Marriages

Balance



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Whyte, David (2010). The Three Marriages: Reimagining Work, Self and Relationship. Penguin Publishers

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Most any problem can be solved with a system


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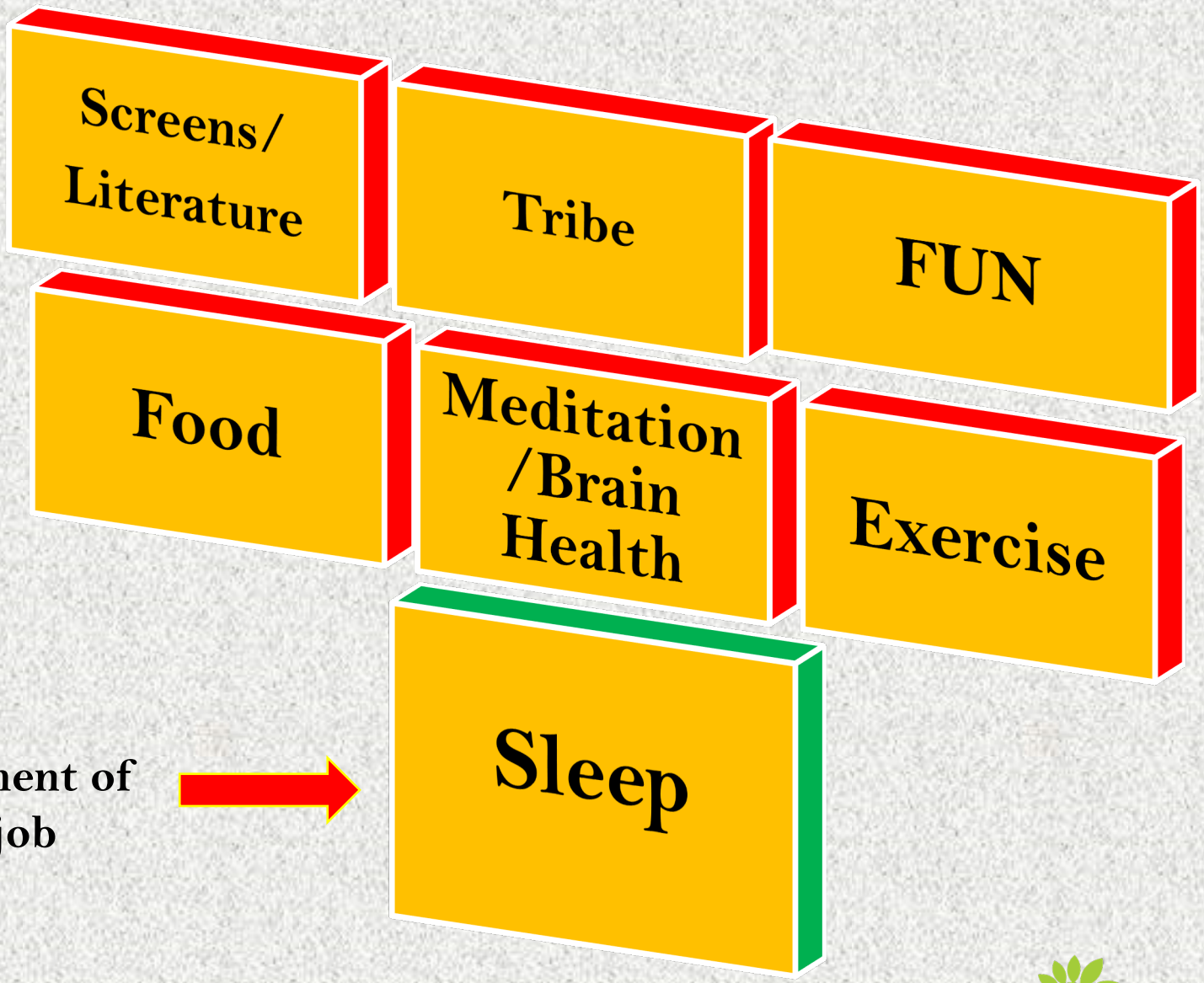
You do not rise to the level of your goals; you fail to the level of your systems (habits).
James Clear *Atomic Habits*

Bedrock Behaviors



Core element of your job

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Tiny Hinges Open Large Doors

Marginal Improvements

The SYSTEM	Creating a Good Habit Make it:	Dropping a Bad Habit Make it:
Cue Craving Response Reward	• Obvious • Attractive • Easy • Satisfying	• Invisible • Unattractive • Difficult • Unsatisfying

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Clear, J. (2018). Atomic Habits: An Easy & Proven Way to Build Good Habits and Break Bad Ones. Penguin Random House


Create a Life that Does
not Need Escaping From
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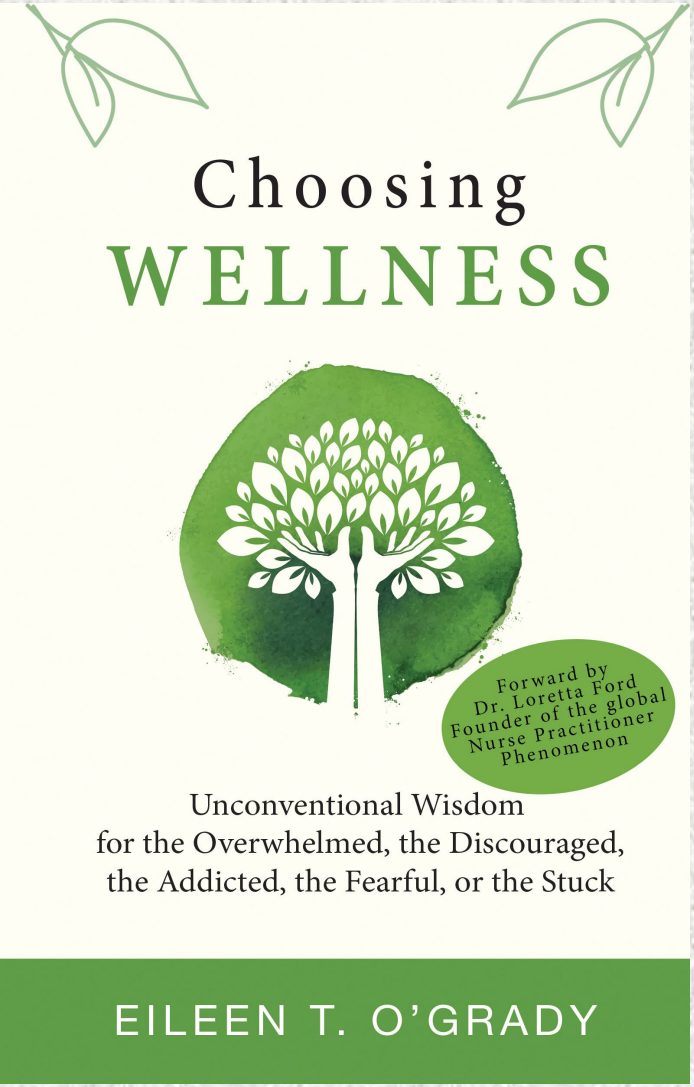

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