

How Do We Support Our Teams?

by Sophia Tutorial



WHAT'S COVERED

This lesson will determine ways to support our teams. Specifically, it will cover:

1. Communication
2. Feedback

1. Communication

As a manager, one of your most crucial roles is supporting your team. It could be that you were once a part of that team as a colleague, or maybe you are new to the unit, the organization or the community. Never assume that you know what the issues are unless you ask. Again, like in so many situations—communication is the key. Are you asking the staff what they need? Sometimes we think we have to provide big-ticket items or changes in human resources policies in order to address staff concerns. But don't be surprised if what they tell you they need is a stapler at the nurses' station. Not every ask is difficult to answer.

2. Feedback

The opportunity is also available for you to ask them for feedback on your relationship with them. You may ask yourself:

- Can they provide you constructive criticism?
- Are you comfortable with hearing their comments on your performance?
- Do you allow them to express their dissatisfaction?
- Do you hear—not just listen to their thoughts, ideas, and concerns?

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Support

If you are struggling with a concept or terminology in the course, you may contact **NurseLeaderSupport@capella.edu** for assistance.

If you are having technical issues, please contact learningcoach@sophia.org.