

Powerful Phrases Create Positive Environments

Positive words of encouragement are essential in creating and changing negative people and environments. People yearn for positive news in a world full of negative communication and skepticism. Although people seem to need the chance to vent and grumble at times, they are drawn to positive situations and will follow those who blaze a positive trail. Once that choice is made, being positive becomes a habit that preceptors should instill in new nurses.

Create an environment in which all nurses want to thrive. Practice using some of these phrases when beginning your journey toward a positive environment.

You can do it!

Embrace opportunities to positively influence another.

I believe in you!

Being a believer creates an achiever.

Thank you!

Recognize the other person's kindness and effort.

Build, Maintain Preceptor Relationships With Trust

Enduring relationships are built on a foundation of trust. Since 1999, the nursing profession has ranked first in every year but one by a Gallup poll as the most "trusted" profession. The high level of trust that the world gives to nurses has been earned over centuries, and rightfully so. Patients and their families trust that nurses will listen to their concerns and serve as advocates for their needs. Nurses are charged with exemplifying care, competence and service. In turn, people and patients respond positively to these qualities.

Why then do nurses also have the reputation of "eating their young?" Where is that same trust for each other that is shown to patients? Preceptors have the opportunity to change this image one nurse at a time and one unit at a time.

Trust does not just happen. It is earned and maintained by many small actions over time. Trust is the necessary precursor for feeling able to rely on a person, taking thoughtful risks and experiencing believable communication. As the preceptor, consider using some of these suggestions to build a foundation of trust with preceptees.

Communication

- Encourage and practice open, honest communication.
- Avoid gossip.
- Really listen.
- Do not share preceptees' mistakes with others on the unit. Follow this good rule: "If it is not your story, don't tell it."

Consistency

- Always be there for your preceptees, no matter what the needs or questions.
- Follow through with them.
- Walk the talk.
- Do what you say and say what you do.