



Ordine delle
Professioni
Infermieristiche
GENOVA

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BEING LISTENED TO IS GOOD: FOR THE NURSE* AND FOR THE PROFESSION

Thematic area: 2. Organizational Leadership

Background

There are approximately 8,500 nurses and pediatric nurses enrolled in the Order.

The working reality of nurses is complex with many critical issues, both in the organization, in inter-professional relations and in relations with users.

In this context, phenomena of early abandonment of work, emotional exhaustion, burn-out, anxiety and stress appear, which significantly affect health and well-being conditions.

The Order of Nursing Professions (OPI), to understand the needs of the profession, involved a team of nurse counselors, a listening service to welcome and support operators in times of difficulty, personal crisis and professional transformation.

Aim

Create the health-well-being conditions of the nurse and the client.

Improving self-knowledge and awareness, self-esteem, acquiring one's potential, living emotions with greater balance, seeking inner harmony.

Support the relationship, compliance, improve organizational well-being and leadership

Methods

Creation of a working group of expert nurses counselors and coordinator designation;

Creation of a safe space "Listening Desk";

Continuous training and supervision;

Dissemination of information;

Active listening and individual and group interviews.

Results

Safe space for listening and welcoming

Sharing of emotional and professional experiences

Reduction of conflict

Improvement of interpersonal relationships

Adoption of strategies for reducing anxiety and crisis levels.

Activation of a request for help.

Conclusions

The Listening Desk represents a reality that brings the institution closer to the needs of the operators.

They find a space of awareness to face the emotional crisis, the necessary synergies are created to improve their well-being, nurses their resources and dedicate time and love for themselves.

Nursing implications

Improvement of professional relationships.

Optimization of the health-well-being conditions of the nurse and the client.

Promote relationships, compliance, organizational well-being and leadership

Keyword:

Hospitality, Leadership, emotional exhaustion, emotional crises, health wellness, awareness, support, I listen, helping relationship, moral distress.