



## Service Priorities and Programmes Electronic Presentations

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### **Development program for frontline nurses of Medicine and Geriatric Department**

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#### **Introduction**

Training is the essential element to expand the knowledge and skills of all employees. However, due to the operational needs, the nurse leaders usually focus on the technical skills training and put the soft skills training in lower priority. Aim for better staff growth and development, the development program is designed for the Registered Nurses (RNs) and Enrolled Nurses (ENs) of Medicine and Geriatric Department (M&G) to broaden their view and enhance their soft skills for personal and professional growth.

#### **Objectives**

1. To broaden the view of nurses in different nursing aspects.
2. To enhance the nurses' knowledge and technique of soft skills.

#### **Methodology**

1. Training needs of the RNs and ENs of M&G Department

A training needs survey from frontline staff was conducted. The top 3 interested topics are complaint management, communication skills and stress management. The other interested topics included end-of-life care, case management and statistics.

2. Training schedule

The development program started from February to November 2016 and one session per month with 10 sessions in total. The training sessions were arranged at the overlapping time period between Am shift and Pm shift and set as one hour per each session to ensure protected training hour and facilitate more nurses to attend.

3. Training topics and modality

The training topics are included soft skills and related to nursing aspects except technical skills, which including nursing quality indicator, complaint management, end-of-life care, preparation or periodic review, security management in the hospital, enneagram, stress management, management of emotion, communication skills and life path number. The speakers are invited from hospital and outside who are the experts of the topic.

Class room training is the basic format. Lecture, discussion and games also considered in the training sessions and depends on the speaker's teaching method.

### **Result**

The training sessions completed in February to November 2016. The participants' feedback collected from each training session. There were total 280 attendances per 10 sessions. The mean score of rating is 3.21 (Maximum is 4) of the evaluation items. The verbal and written feedbacks from the nurses showed the training topics were suitable for them and they appreciated the protected training hour provided. The frontline nurses also expressed they are seldom have chance to attend the similar training especially in soft skills training. In addition, the ward supervisors also commended the arrangement of training sessions was good and not affected the ward operations. In conclusion, the overall feedback was positive and valuable to conduct similar training program to our nurses.