

ABSTRACT

Research Paper: The effects of staff development on nurse behavior
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The purpose of this project is to investigate communication connections between nurses and co-workers; how nurses identify with the organization; team dynamics; and why nurses want to leave an organization. Additionally, specific communication concerns are identified that causes nursing turnover. The framework of this study is the social identity theory. This theory claims that an individual's concept of self is more favorable when connected with a group. A survey of current employees including nurses, physicians, patient-care assistants, and charge nurses will be conducted utilizing the Nurse-Team Communication Inventory, the NTCI (Apker, Propp, & Ford, 2009) to measure perceptions of communication with other team members. In addition, Cheney's Organizational Identification Questionnaire is used for measuring organizational identification and team identification. Based on the findings, healthcare organizations have the opportunity to incorporate several training programs to assist with staff retention. First, ongoing education frameworks will be developed to assist nurses in refining their repertoire of synergistic communication skills. Second, the use of role specific discussion groups will provide awareness of different team member roles and communication needs. Third, utilization of mentors are found to foster greater satisfaction and productively. Finally, recruitment events, orientation programs and ongoing training are ideal situations in which organizational values can be communicated to all team members. Outcome of this project are expected to retain nurses and possibly decrease the turnover rate.

