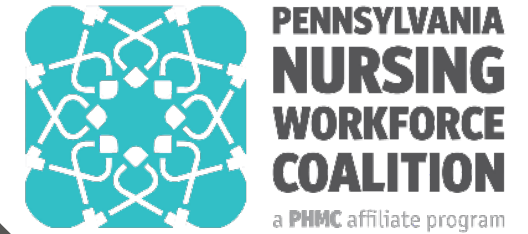


Welcome



Professional Presence and Workforce Readiness: Coaching Nurses for Real-World Practice

Hosted by the PA-NWC Nurse Diversity Council

Thursday, July 27, 2026, from 12 – 1:30 pm

Proudly Supported by PA-NWC Silver Sponsor



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Zoom Orientation

1

Captions

To adjust or remove captions, click the “Live Transcript” button at the bottom of your Zoom window and select “Hide Subtitle” or “Show Subtitle.”

CC
Live Transcript

2

Questions

Please add your questions for the speaker and comments for the group into the Q&A box.

Q&A

3

Technical Issues

Please message Zaharaa Davood in the chat.

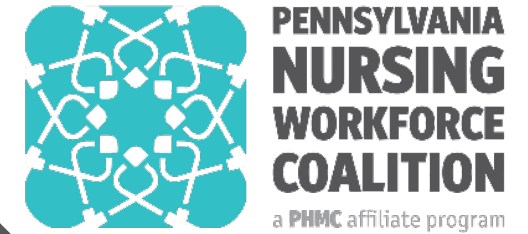
Chat

Accreditation Statement

The National Nurse-Led Care Consortium (NNCC) and the Pennsylvania Nursing Workforce Coalition (PA-NWC) are collaborating to provide nursing continuing professional development (NCPD) contact hours for the educational activity entitled **“Professional Presence and Workforce Readiness: Coaching Nurses for Real-World Practice.”** Nurses completing the entire activity and the evaluation tool may be awarded a maximum of 1.5 NCPD contact hour.

The NNCC is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation. None of the planning committee or speakers have anything to disclose.

The Nurse Diversity Council



- **This webinar is hosted by the Nurse Diversity Council (NDC)**, a statewide initiative of the Pennsylvania Nursing Workforce Coalition (PA-NWC)
- **Our Mission:** The NDC empowers nurses with the knowledge, skills, and attitudes to deliver culturally humble care, foster inclusion across the healthcare system, and create space for thought leadership and open dialogue.
- **How We Work:** Guided by the philosophy of **Gracious Space**, a spirit and setting where we invite the stranger and embrace learning in public.
 - Host quarterly webinars and monthly virtual meetings
 - Create space for open dialogue using a **Gracious Space** philosophy
 - Serve as a hub for collaboration, mentorship, and shared resources
- **Want to Join?** Email Zaharaa Davood at zadavood@phmc.org

Our Moderator



Madeline Feliciano-Weiser, DNP, RN, NE-BC, CNML

Nurse Manager - Orthopedic Surgery Center

Penn Medicine, Lancaster General Health

Setting the Tone

Our Introductory Speaker



Deborah A. Gardiner MSN, RN

Nurse Residency Coordinator, Nursing
Professional Development Specialist

Thomas Jefferson University Hospital

Cultivating Resilience and Communication Excellence in Healthcare

L Strategies for Faculty to Support Students and Enhance Patient Safety
Deborah Gardiner MSN, RN CCCTM
July 23, 2026

Objectives

- Analyze challenges in teaching and reinforcing professionalism and apply practical strategies to model professional behaviors in academic and clinical settings.
- Explain and apply communication tools and frameworks to prepare students for effective professional communication.
- Develop and implement strategies to strengthen students' verbal and face-to-face professional communication skills.
- Evaluate approaches that encourage in-person engagement and address common student challenges.

Resilience and Communication



The Foundation:

Why Resilience & Communication Matter

Student resilience, confidence, and communication are directly linked to patient safety. When students feel empowered to speak up, ask questions, and communicate clearly, clinical errors decrease and care quality improves.

💡 Reflect: What challenges do your students face when speaking up or communicating in clinical settings?





How to Cultivate Communication with L Students

Strategies to Cultivate Communication with Students

- Role-playing and practice activities
- Encourage active listening
- Incorporating technology and Multimedia tools
- Supportive and Inclusive Classroom



How to Cultivate Resiliency



Resiliency

How does Grit Fit into this?



“

Grit is about working on something you care about so much that you're willing to stay loyal to it.

— ANGELA DUCKWORTH

@TheMillennialGrind

”

Building Resilience in Nursing Students



Resilience helps nursing students navigate stress, setbacks, and high-pressure clinical environments. Faculty can intentionally build resilience through supportive strategies that foster growth, adaptability, and self-efficacy.

Normalize failure as a learning opportunity — debrief mistakes without blame

Teach stress management and self-care strategies early in the curriculum

Provide consistent, constructive feedback that highlights growth and strengths

Use simulation and reflection to build confidence before high-stakes clinical experiences



3 Steps to Cultivate Resiliency in Students

- Step One: Awareness and Validation
- Step Two: Self Care and Stress Management
- Step Three: EQIP Model



Resiliency Plan

Resilience Plan using the 4 S's



Supports that keep you upright

The individuals that provide genuine support.



Strategies that keep you moving.

Think how you cope with negative thoughts. There might be a go-to song, film or place to visit that will always have you looking forwards.



Sagacity.

The wisdom we have gained from past experience that bring an element of confidence to future challenges.



Solution-seeking behaviors.

The behaviors we have employed in the past, for example seeking out more information to help quantify the real problem.

Example

Supports that keep you upright Friends - R.B, A.K S.K, M.H, B.W + C.H Family - U.E + A.J.	Strategies that keep you moving - Exercise (early mornings best) - Song - Ben Foulds "Landed" - Film - Bourne Identity
Sagacity that gives you comfort and hope - Time is required to recover + adapt - Cycle of events - not all bad!	Solution-seeking behaviors you can show - Time to zone out when required. - Planning time away - Reading biographies -



L How to Cultivate Confidence with Students

Building Confidence in Students & New Nurses



Confidence is built through preparation, positive reinforcement, and graduated exposure to clinical challenges. Faculty play a critical role in helping students and new nurses trust their knowledge and skills.

Provide early, low-stakes clinical experiences to build foundational competence

Use mentorship and preceptor pairing to model confident practice

Celebrate small wins and progress to reinforce self-efficacy

Encourage self-reflection and goal-setting to track personal growth



Strategies to Promote Psychological Safety

Creating Safe Learning Environments for Speaking Up

Fostering psychological safety empowers students to speak up, ask questions, and engage in open dialogue — essential skills for safe, effective healthcare practice.

Encourage psychological safety:
normalize questions and respectful
dialogue

Model vulnerability and openness as
faculty to build trust

Set clear expectations for respectful,
inclusive communication

Use reflective pauses and active listening
exercises in class



Strengthening Verbal and Face-to-Face Communication in Healthcare



Strengthening Verbal and Face-to-Face Communication in Healthcare

Effective communication is foundational to patient safety. Faculty can model and teach clear, concise language tailored to the audience, emphasizing non-verbal cues and empathy to build trust and understanding.

Use clear, concise language tailored to your audience

Leverage non-verbal cues and empathy in interactions

Apply teach-back and closed-loop communication techniques

Use role-playing and simulation to practice real scenarios

Generational Differences

Generational Differences in Nursing Education

Today's nursing workforce spans Baby Boomers, Gen X, Millennials, and Gen Z — each with distinct learning preferences, communication styles, and values. Educators who understand these generational traits can tailor strategies that resonate, boost engagement, and bridge gaps in clinical and classroom settings.

Baby Boomers & Gen X: Value structure, face-to-face mentoring, and hands-on demonstration

Millennials: Prefer collaborative learning, technology integration, and frequent feedback

Gen Z: Thrive with microlearning, visual content, simulation, and digital-first approaches

Strategy: Blend teaching methods — pair traditional mentoring with tech-enabled, interactive activities



Multicultural Differences

Strategies Across Multicultural Differences



Get to Know Your Students

Provide Rationales

Group Work



Cultural Sensitivity

Multicultural Differences

Strategies Across Multicultural Differences



Examine Your Own Hidden Bias

Cultural Decorations

Alternative Assignments

Multi-modal Teaching Strategies

Multicultural Differences

Strategies Across Multicultural Differences



ELL Teaching Strategies

Developing Student Relationships

Multicultural Curriculum

Open Minded

Multicultural Differences

Strategies Across Multicultural Differences



Maintain High Expectations

Provide Choices

Understand the Digital Divide

Communication Expectations

Digital Etiquette



Digital & Clinical Communication Etiquette

Setting clear etiquette standards in both digital and clinical contexts is essential for professionalism, patient safety, and trust. Poor communication etiquette can lead to errors, misunderstandings, and erosion of patient confidence.

Digital: Timely responses, protect patient privacy, maintain professionalism in emails & messages

Clinical: Respectful introductions, clear handoffs, maintain confidentiality at all times

Digital Impact: Delayed or unprofessional messages undermine trust and risk patient safety

Clinical Impact: Poor etiquette disrupts care continuity and damages patient-provider relationships



Communication Tools

Structured Tools and Frameworks for Clarity



Integrate these evidence-based communication frameworks into your teaching and assessment practices to enhance clarity, reduce errors, and strengthen patient safety outcomes.

01

SBAR Framework

Situation-Background-Assessment-Recommendation: a structured method for clear, concise clinical handoffs.

02

Communication Huddles

Brief, focused team check-ins to align on priorities, share updates, and prevent miscommunication.

03

Check-backs & Read-backs

Closed-loop techniques to confirm accuracy of critical information exchanged between care team members.

04

Error Reporting & Feedback Loops

Systems for identifying, reporting, and learning from communication breakdowns to drive continuous improvement.



THANK YOU!



Key Takeaways

Safe environments, resilience & clear communication drive patient safety.



Reflect & Act

"What one strategy will you implement to strengthen student communication and resilience?"



Questions or thoughts

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Q&A

Please add your questions for the speaker and comments for the group into the Q&A box.

Evaluations

1

Complete your evaluation **before Thursday, August 6, 2026**. You must submit an evaluation for NCPD contact hour credit.

2

Please provide any comments/quarterly content topic ideas!

3

Evaluation link will be emailed this afternoon.

THANK YOU. **THANK YOU!** THANK YOU
THANK YOU. **THANK YOU!** THANK YOU
THANK YOU. **THANK YOU!** THANK YOU

**To our Content Experts, Moderator,
Nurse Diversity Council, and
Audience!**

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Let's Stay in Touch!

- Recording will be available soon!
- If you would like to join the Nurse Diversity Council, please email Zaharaa Davood at zadavood@phmc.org

Save the Date:

Nursing Careers You Didn't Learn About in Nursing School

- **Virtual student nurse professional development event – available to nursing students of all levels and nurses!**
- **Dates (Time: TBD) 1 webinar per day**
 - Monday, October 26 to Wednesday, October 28
- **Sessions:**
 - Non-Traditional RN Roles (Post-Grad)
 - Thriving, Not Just Surviving: Navigating Stress & Burnout in Nursing School (Pre-Licensure)
 - After the Storm: Healing Team Fractures & Renewing Collective Compassion
- **More details to come! Sign-up for our newsletter**

Join Us in Supporting Our Work



- The NDC is a statewide initiative of the Pennsylvania Nursing Workforce Coalition (PA-NWC)
- Scan the QR code to explore the impact of PA-NWC initiatives across the state!
- Help us sustain and grow this work, your support makes a difference!