

TRANSCRIPT: Mindset

Setting the Stage

NOTES

MINDSET

Maybe you really wanted to be a preceptor. Maybe you were volun-told, or maybe you're just trying to see what being a preceptor really entails before you volunteered to be the next preceptor on your unit. But regardless of whatever reason, you're here.

I do want to go through what your mission really needs to be and look like from a big picture perspective. But before I do that, I really want to explain one common mistake that I see a lot of preceptors make. And it's called the friendship trap.

We all really like to be friends with people and have good rapport. And when we meet people in this role, if we really click with someone, it can be very easy for this formal business type relationship that has support and warmth in it, but for it to morph into more of a friendship thing. And the reason friendships should not be the foundation of this relationship is because you are taking part in formal review of this person. Maybe they're not cut out to be a nurse maybe on your unit, maybe not at all, maybe on your unit. Maybe it's not going to work out. And if you kind of cross those boundaries into like doing favors and helping them out and marking them off as exceptional when they're not really performing well, it's going to be very difficult at the end when it's like, hey, wait a sec, this isn't going to work out.

I highly encourage you at the beginning of orientation to really be kind, warm, supportive, but also have a balance to like, hey, I don't know you from Adam. I am going to hold you accountable. We're going to work on becoming safe, efficient, and autonomous, and for that to happen we're going to have some tough conversations, but that's okay, that's part of this and that's what it's going to look like.

I'd like to provide kind of a real-world example of this. As many of you may know, I played basketball when I was in college and learning how to become an effective nurse and learning how to be effective within this role and its various capacities really reminds me of learning how to play basketball. I want you to envision... let's say you've never touched a basketball before. You don't know how to play, don't know anything about it, but you have to learn how to play basketball and be really good at it for you to do your job, to get paid for your livelihood. It's really important to you. So you have a coach to help you figure it out. You hire this person to teach you how to play basketball and let's compare one versus another.

COACH #1

He's really cool. He's really nice, charming, very personable and you feel safe with this individual. Like they're going to take care of you. You can tell them anything, that kind of thing. Let's say he teaches you how to shoot and you do it once or twice and he marks it off, great. It's done.

He teaches you how to dribble. Oh, you do it a couple of times. Great, you can do it, you're done. And he teaches you all these skills in isolation. And you do it once and he says, you're doing it well, he never tells you when you're doing something wrong or where you could improve.

Everything appears to be just fine. And when you try to coax this information out of him, it's very difficult to get and it almost seems like you're insinuating he's not good at his job and

he kind of takes it personally. It's very difficult to ask, "Hey, where am I? What do I need to learn more of?"

He doesn't seek out opportunities for you to practice more. He doesn't push you. Every day you come in it's very easy you know what to expect. You're going to do the absolute minimum, but talk a lot about personal stuff. It's going to be fun and smooth and easy and that's what you got.

At the end of the predetermined time for you to learn how you're like, "I don't think I know what I'm doing." You get thrown into a basketball game and it's very overwhelming. You can't hold your own, the ball is getting stolen from you. You can't dribble without hitting it out of bound. You can't hold your own and you are begging to get taken out of the game.

Did this person train you? They didn't train you, no.

Were they a really cool friend? Absolutely.

.... But did you need a friend? No. You have friends at home. We don't need a friend right here. We need someone to tell you how to do this.

COACH #2

Let's juxtapose that to a different coach. Maybe this person's really kind and nice, but also very accountable. He's very clear about expectations and goals. He communicates, "We've got to get you to this point. This is where you are and roughly this is how we're going to get there."

He doesn't just show you how to shoot. He shows you how to shoot and he makes you shoot over and over and over again. He has you shoot in different spots on the court and repeatedly go through shooting drills.

He doesn't just show you how to pass once he shows you how to pass in various circumstances. He pulls people in for you to pass to and in like defend you and create different circumstances and has you do it over and over again.

He only tells you you're doing well when you're actually doing well. He holds you accountable and tells you when you're being lazy and says, "Hustle up! Let's go! Let's do this!"

He has very clear expectations for you. You know what you have to do to get his praise. You know how hard you have to work to get there. You know, you're going to be doing reps over and over again. He's going to run you to build your endurance. He's going to pull people in for you to scrimmage against over and over again and increase the complexity.

He's also going to start backing off as you develop competency in areas. As he sees that you don't need someone in your ear telling you how to dribble on what to do and where to go and how to do this kind of defense. He backs off as you are able to demonstrate that you've got it. And he gives you that autonomy.

Now let's say, we get to the end of this predetermined period. And not only do you feel ready to get in the game, you want it, like you are excited and hungry for the challenge.

So did that person train you? Heck yes, they trained you. This is exactly what we want.

Was he a BFF? Absolutely not. He was not someone you call when your spouse is acting crazy. That's not who this person is or should be.

This is more like that trusted mentor who inspires you to be the best version of yourself. And that's the person that is the role as the preceptor we're going for. Maybe down the line,

this person does eventually become a friend like that. That's great. That's like bonus right, but again that is not our purpose here.

We need to be coached number two. And through this course, we're going to give you this structure to help you fall into that role and know how to do that. I've got a great quote from Dr. Henry Cloud.

"Structure is essential in building anything that thrives."

We don't want to have a colleague that's just surviving every shift... that's barely getting their tasks done that needs their hand held, who you're kind of worried about if their patients are getting appropriate care or not.

We want someone who's *thriving*. We want someone who knows what they're doing, feels confident about it, and takes pride in their work. And the only way that they're going to get to that point is if they're adequately trained. They have to start with being adequately trained and setting that standard.

If think about maybe the person you're training has that in them, they have that potential. But if they get trained with someone who just lets them not do much and barely get by, it's going to take them exponentially longer to get to this point where they're a great leader and reliable teammate on the unit, as opposed to, let's say they have this great training experience, they hit the ground running.

When they start off of orientation, they're going to take some time to really build up their expertise and their experience. But they're going to be ready to be a much more reliable teammate much earlier than if they had poor training. You have that opportunity to provide this and to truly be a game changer in their development.

That's your mission.

That is the difference that you can make because how amazing is it when you can clock into work and you know everybody on your unit is legit. They're being held accountable and high standards. They're holding each other to those standards. It's not personal, it's business. It's like a team.

If you ever watch sports and people are running up and down the court or running down the field, they're yelling at each other like communicating and it's not like derogative, but this we're holding each other accountable. "Hustle up!" "Let's go!" "Watch out for this screen, watch out for this!" Like people talking and working together harmoniously as a team to achieve a common goal.

And you can really be that person who ignites that culture shift on your unit if that's not something you already have. So I want to empower you and encourage you that this is a wonderful role to have and truly can make a difference in the job that you have.

Let's start digging into what that practically looks like.