



# NURSING LEADERSHIP & COMMUNICATION



Nursing is a dynamic profession that requires competent, **confident leadership**. Incorporating contemporary leadership principles will help shape your professional identity and growth.

## Leadership styles

- **Authoritarian:** leader makes decisions without staff input
- **Laissez-faire:** hands-off approach with leader providing little direction
- **Democratic:** focus on open communication and feedback
- **Transactional:** focus on rewards & punishments
- **Transformational:** leader inspires/motivates to innovate
- **Servant:** puts empowerment of employees first
- **Authentic:** focus on authenticity and ethical convictions of leader
- **Visionary:** similar to transformational; focus on future

## A key leadership skill is effective communication.

Communication in nursing is the exchange of information, feelings, and meanings between nurses and clients or other team members.

## Communication types

- **Verbal:** oral; can include tone of voice
- **Nonverbal:** facial and body expressions

## Impact of good leadership and communication

- Prevents patient safety errors and improves quality of care
- Contributes to patient and staff satisfaction
- Aids in conflict resolution

## There are 2 types of leaders:

- **Formal** (due to role/position in hierarchy)
- **Informal** (e.g., an experienced team member).

## Leadership principles

1. Commit to excellence
2. Have emotional intelligence
3. Create a culture of service
4. Create and develop leaders
5. Foster employee satisfaction
6. Support individual accountability
7. Recognize and reward success
8. Lead with integrity
9. Effective communication

### NURSING NOTE

5 signs of emotional intelligence you need to lead effectively:

- Self-awareness
- Empathy
- Self-regulation
- Social skills
- Motivation

