

Good Relationships (6)

By

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Interpersonal Relationships In Your Dealings With Student Nurses

The best relationships are brought about between registered nurses and student nurses when they are actually living together in the same hostel.

The Registered Nurse is brought in contact with great numbers of students and it depends on her to live with these different personalities in a sympathetic and interested spirit, and to try and understand those living in the same institution.

Throw your mind back to your student days; recall the anxieties of wondering whether or not you would make the grade. Recall your own problems and difficulties, and the effort it was to fit into a crowd after the close unit of your family. Then remember that the young nurse in your midst has probably to go through the same mill, but YOU, if you will, can lighten her burden. Your attitude toward her, may influence her in remaining with or leaving the profession. Your responsibility toward the student nurse is considerable.

When you see faults in your student nurses, deal with them leniently but find out defects and help to correct them.

Your attitude toward students should be sympathetic, encouraging, understanding and dignified.

The student nurse will need help to evaluate herself at the end of the training in order that she make the best contribution and choose wisely her future course or field of nursing. The Registered Nurse should be ever ready to advise and to help her to make the correct choice. Respect is due to the students. They should not be humiliated. Their modesty should be protected and respected. They should be encouraged to respect their own parents, teachers and others. They should be taught not to be afraid.

Grave harm can be done in criticising and correcting a student nurse (or other employee of the hospital) in front of others. It impairs his/her reputation and damages her self-respect. A "school ma'am" approach may be all that is necessary when pointing out situations which demand modifications of the rules.

The Registered Nurse should make adequate allowances and not expect the student nurse to compete with herself. Because of the variety in nursing, student nurses should be helped to be adaptable and understanding of the patients suffering. No two patients are alike not even those suffering from the same disease. Help is needed through the training period and particularly at certain stages of the student's education. From day to day she will encounter conditions associated with various problems and difficulties; she needs to find someone who is interested, and in whom she can confide and expect help in adjusting her own ideas.

Interpersonal Relationships in our Dealings with Servants

Nursing is an exacting profession, it calls for a high level of efficiency from all engaged in it.

Every effort should be made to ensure that those in lower paid positions be free from anxiety and tension.

The nurse should have an open mind and be approachable so that the servants (domestic staff) will not fear her. The nurse should be capable of making balanced judgements and be willing to face up to facts that accidents do happen and omissions do occur.

Mutual understanding and confidence are important between the nurse and the servants. There should be unity and partnership; the right word at the right time will build and establish good feeling

and is more valuable than notes, reprimands and notices.

The nurse should be free from conflicting and uncontrolled emotions. She should inspire trust and loyalty and be willing to give advice when it is needed.

The nurse is a leader in her ward team. She should aim at having the TEAM thinking and acting as one.

A happy team contributes to a happy ward or department and the nurse who is concerned about the patient's environment, will use everything in her power to contribute to the peace and happiness of her department.

A high degree of job satisfaction will bring interest to the daily work of a servant. Teaching the servant his job is important and may be developed by *Training on the job Programmes*.

The nurse should not be resentful and suspicious as a result of indifferent and unsatisfactory conduct in the past. It is necessary for her to gain the goodwill and confidence of the worker so that he puts his best foot forward. Your guidance and leadership is essential. Give honest appreciation when work

has been well done. The nurse should accustom herself to look on every one without prejudice, whether racial or individual. She should treat all servants as human beings, practicing a wide genuine, tolerant charity to everyone because she sees them as members of her own human family—children of God—Co-workers on earth and Co-heirs in the life to come. Another duty we owe to our servants is to give to every one in our employ what is known as a living wage, a salary sufficient to maintain human life. The living wage should cover rental charges for a reasonably comfortable home, wholesome food, recreation to refresh body and mind; and to provide for sickness and old age.

Suggested Readings and Bibliography

1. Ruth B. Freeman, *Techniques in Supervision in Public Health Nursing*.
2. Edward Francis Graesche, *Ethics & the Art of Conduct for Nurses...*
3. Evelyn Pearce, *Nurse and her Patient*.
4. Jean Barrett, *Ward Management and Teaching*.
5. Norman D. Bailey, *Hospital Personnel Management*.

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Bibliography

Somebody has stated that in addition to the technical skill, a supervisor should possess the following qualities:

The curiosity of a cat; tenacity of a bull dog; determination of a taxi driver; patience of a self sacrificing wife; diplomacy of a wayward husband; enthusiasm of a jitterbug; good humour of an idiot; simplicity of a child; assurance of a college boy and the tireless energy of a bill collector".

I always feel that it is very true when I take into consideration the nature of duties and responsibility of a supervisor. True leadership in nursing endeavours to determine, protect and fulfil the needs of the nursing personnel and to raise the standard of nursing service.

1. Wright, U. Elizabeth, "Creative Leadership", *American Journal of Nursing*, June 1953, Page 720.
2. Florentine, G. Helen, "Are Supervisors Necessary", *American Journal of Nursing*, July 1954, Page 846.
3. Morgan, C. Frederick, "Effective Leadership", *Hospital Management*, July 1952, Page 114.
4. Barrett, Jean, *Ward Management and Teaching*, Appleton Century—Crafts, Second Edition, 1954.
5. Wayland, McManus, Faddis, *The Hospital Head Nurse*, Mac Millan Co., New York, Second Edition 1948.
6. Freeman, *Techniques of Supervision in Public Health Nursing*, Saunders Company, Philadelphia, 1945.
7. Perrodin, *Supervision of Nursing Service Personnel*, McMillan Company, New York 1954.