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Need help? Read [Quality Assurance: Your Guide to Self-Assessment](#) for tips on how to create a Learning Plan.

## Learning goal 1

Describe an area in your practice you want to further develop.

The team has low morale because staff are not being respectful to one another. I have been approached by multiple staff who have experienced horizontal violence. As a leader, I'm unsure of what the most effective strategies are to help me recognize warning signs of horizontal violence and manage it if it does occur.

Define your learning goal. What is it that you want/need to learn? Include a timeline for when you want to achieve this goal. Watch: [Are your learning goals SMART?](#) to enhance your learning goals.

I will be able to describe the warning signs of horizontal violence and develop strategies to address them by July 1. As a nursing leader, if I can recognize the warning signs of horizontal violence, I will be able to intervene with an appropriate strategy earlier in order to support my staff and the working culture of our unit. I hope the impact will be improved team dynamics, leading to improved patient care.

Describe the learning activities you plan to complete to achieve your goal. Include a timeline to stay on track.

1. Read CNO's Conflict Prevention and Management practice guideline by May 1.
2. Attend the Together We Care conference – specifically the portions about retention and fostering resilience in the Workplace Workshop by July 1.
3. Read three scholarly articles about horizontal violence, warning signs and strategies to decrease horizontal violence by August 1.

What principles of the [Code of Conduct](#) does your goal align with

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/>            | Principle 1: Nurses respect the dignity of patients and treat them as individuals.  |
| <input type="checkbox"/>            | Principle 2: Nurses work together to promote patient well-being.                    |
| <input type="checkbox"/>            | Principle 3: Nurses maintain patients' trust by providing safe and competent care.  |
| <input checked="" type="checkbox"/> | Principle 4: Nurses work respectfully with colleagues to best meet patients' needs. |
| <input type="checkbox"/>            | Principle 5: Nurses act with integrity to maintain patients' trust.                 |
| <input type="checkbox"/>            | Principle 6: Nurses maintain public confidence in the nursing profession.           |

## Learning goal 2

Describe an area in your practice you want to further develop.

When I need to address concerns with staff or family members who are assertive, I am not confident in my ability to clearly articulate the problem. I become intimidated and feel that I am not effective in these situations.

Define your learning goal. What is it that you want/need to learn? Include a timeline for when you want to achieve this goal. Watch: [Are your learning goals SMART?](#) to enhance your learning goals.

Demonstrate effective and clear communication when speaking to assertive staff or family members by October 1.

I will use this skill to help de-escalate situations between my staff, patients and families and work calmly and collaboratively towards a plan that can work for everyone involved. By learning more about this, I am increasing my knowledge, evidence-based communication and leadership skills. Being able to competently speak with others with the intent to solve problems and discover solutions will allow me to better support families and to be a resource to staff that need guidance.

Describe the learning activities you plan to complete to achieve your goal. Include a timeline to stay on track.

1. Attend the Crucial Conversations workshop that is available in my organization by May 30.
2. Interviewing my Executive Director on how she handles conflict by June 1.
3. Role play a difficult conversation with my Executive Director and have her provide feedback on the strategies I've used or may try in the future by June 30.

What principles of the [Code of Conduct](#) does your goal align with

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| <input checked="" type="checkbox"/> | Principle 4: Nurses work respectfully with colleagues to best meet patients' needs. |
| <input type="checkbox"/>            | Principle 5: Nurses act with integrity to maintain patients' trust.                 |
| <input checked="" type="checkbox"/> | Principle 6: Nurses maintain public confidence in the nursing profession.           |

## Reflect on your plan

Use this section to reflect on your Learning Plan and evaluate changes to your practice. See the instruction sheet for what to consider. If you don't accomplish your goals this year, you can always carry them forward into your next Learning Plan.

I have learned strategies that help recognize and address horizontal violence. Some of the strategies are about role modeling so I have started to role model appropriate, professional behaviour with my colleagues/staff. I feel more confident when my staff confide in me and I can suggest concrete and pragmatic advice to help. I have also empowered my team by implementing strategies to address horizontal violence.

I am able to be clearer and more effective when I lead conversations with assertive staff or family members to problem solve an issue. I am more confident in speaking with people with the goal of creating solutions. I feel better able to support nurses in dealing with similar challenging communications. I have also received feedback from colleagues that my communication has been clearer and more effective when I lead conversations related to conflict.