

Abstract

Original Article

Problem Solving Training for First Line Nurse Managers

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Abstract

Background: The ability to solve problems is of special concern for professionals who are interested in helping others create solutions to problems that are particularly troublesome

Objective: This paper evaluates the effects of an interactive problem solving training program on first-line nurse managers' self-reported problem solving skills.

Methodology: The data for this evaluation study was collected between December 2011 and May 2012. Data were collected on three occasions using the Problem Solving Inventory. The changes in the Problem Solving Inventory score were analyzed by one-way variance analysis for repeated measures.

Results: Based on the scores of the Problem Solving Inventory, statistically significant improvements were observed in the FNMs' perceived problem solving skills, problem solving confidence, and approach-avoidance behaviors ($p < 0.05$). Although the personal control behaviors improved, the change was not statistically significant.

Conclusion: Despite this positive change, nurses still had a moderate level of perception for their problem solving skills. Providing counselling and guidance by independent and qualified nurse managers would also positively impact the development of these skills and behaviours.

Keywords: Nurse Managers, Problem Solving, Training Program, Nursing.