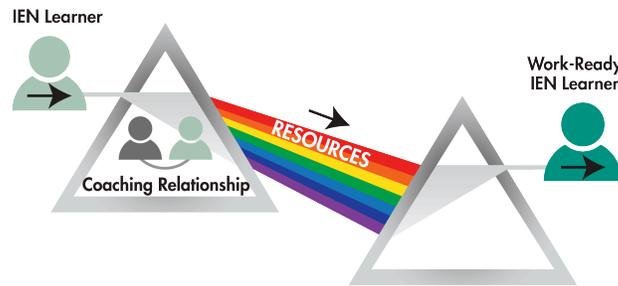


Interprofessional Coaching of Internationally Educated Nurses: The Prism Effect

With funding from the Ministry of Citizenship, Immigration and International Trade, George Brown College partnered with Bridgepoint Active Healthcare and Toronto Rehabilitation Institute, University Health Network, to develop processes and supports to build work readiness of IEN learners. The Work Readiness Pilot incorporates two main elements that complement and inform each other:

- Pairing of interprofessional volunteers with IEN learners in a coaching relationship. Coach/Learner dyads attend a half-day introductory workshop and meet every two weeks throughout the semester. The agenda for dyad discussions is flexible and individualized, though discussion ‘prompts’ are provided.
- Learning and practising of career-building skills. Students attend career skills workshop [résumé writing, interview skills] and participate in mock interviews with Human Resources personnel and patient care managers.

The coaching relationship works like a prism, allowing participants to explore a spectrum of human, social and psychological resources that exist within each individual like the bands of colour hidden within a beam of white light.



Prism Effect of the Coaching Relationship Resulting in Resource Development



Human Capital: What you know

Social Capital: Who you know

Psychological Capital: Who you are and who you are becoming
[hope, optimism, confidence, resilience]

(Luthans et al., 2006)

Capital Resources: Human, Social and Psychological

For more information contact K. Susan A’Court, Project Lead: sacourt@georgebrown.ca
Coming soon: *Work Readiness for IENs: Toolkit and Guide*. Visit: coned.georgebrown.ca/nursing/ien-toolkits

Reference: Luthans, F., Avey, J.B., Avolio, B.J., Norman, S.M. & Combs, G. M. (2006). Psychological capital development: toward a micro-intervention. *Journal of Organizational Behaviour*, 27, 387-393.

Sample comments from pilot participants

“My coach, she’s not a nurse. So maybe she doesn’t know some things about nursing. But she knows what I’m really passionate about... And you know what? Maybe we all know that. But when you listen—when you hear the words from the person who really listens to your words—it changes things. I can feel it—a big comfort.” ~ *IEN Learner*

“At first I thought I would be at a disadvantage because I’m not a nurse. But really, the types of skills we worked on are applicable across professions. And I can empathize with her journey. I am not a nurse, but I could give different insights about how the team works.” ~ *Coach*

“My coach used a strategy—active listening. We were trying to dig deep to figure why I’m so anxious and nervous about my future. And she would share some information to support me, but she’s not really giving me the answer, but helping *me* to find the answer.” ~ *IEN Learner*

“I really feel that this is a privilege for us to have this opportunity to work with internationally educated nurses. I know that they are facing very special challenges and this is a difficult time for them. But what *I* can do for them is say ‘You can do this... Keep going. You can do this.’” ~ *Coach*

“I had a résumé but it was quite different from what they suggested. And I realize that what I had before is really not a good résumé. So I’m so glad we could do this. I would have done it all wrong.” ~ *IEN Learner*

“Back home if you mention you are a registered nurse, you have a degree, they kind of think everybody has the same capabilities. There, they don't really look at you as a person. But here, they DO want to know you as a person. It's a very nice system here. I like it!” ~ *IEN Learner*

“It's a really good chance for people to practice. I think that the job interview for us is really important. It's a whole culture thing, from your résumé to how to answer the questions. It's really important to know the culture.” ~ *IEN Learner*

“My anxiety level is really high... Too many things make me really stressed and tense. Sometimes you feel so tired you don't know how to go forward.” ~ *IEN Learner*

“Working with my coach, it's helping me to make goals. She asks me things like where would you like to be in five years... It's giving me ideas for my future. Thinking about the future is something I had done back home, but it's so hard to do it here in Canada ... Now I realize it's possible here.” ~ *IEN Learner*

“Everybody falls sometimes so when you don't have a difficult time, you don't know that you are strong. But when you're past that situation, then you look back and say, ‘Oh, I'm strong!’ ” ~ *IEN Learner*