



Webinar

Beyond the Bedside: Taking the next step in your nursing career

In partnership with Black Nurses Association, Greater Phoenix Area

April 20, 2023

A business of Marsh McLennan



Our discussion today

Your facilitators



**LaTanya Mathis, RN,
MSN, CCM**

Operations Director,
United Healthcare




Deidra Abbott, MPH

Principal and DE&I
Leader, Mercer
Government



**Wendy Woske, RN,
BSN, MHA**

Principal and Products
Clinical Leader,
MercerWELL

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1. **Introductions**
 2. **Career Path Discussion**
 3. **Guide for the Interview**
 4. **Q&A**

Poll

Please select your current role in nursing today

- A. Direct patient care
- B. Administrative role in a patient care setting
- C. Administrative role outside of a patient care setting
- D. Other non-direct care role that requires a nursing license

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Let's Meet Your Panelists

Nursing Fact – **Mary Eliza Mahoney**

In 1878, she became the first black nurse when she was one of only 4 individuals to graduate out of 42. After decades as a private nurse, Mahoney became the director of the Howard Orphanage Asylum for black children in Kings Park, Long Island in New York City. She finally retired from nursing after 40 years in the profession but continued to champion women's rights and was among the first women to register to vote in Boston after the 19th Amendment was ratified.



Finding your path

Your panelists



**Diana M. Collins, NP, MSN,
DNP Candidate**

Nurse Educator,
Speaker and Army Veteran

Over 25 years experience in healthcare and nursing education. She has a deep appreciation and commitment to her work in health care settings that supports and promotes innovative high-quality patient-centered care.



Gaea Daniel, PhD, RN

Assistant Professor,
Nell Hodgson Woodruff School
of Nursing, Emory University

She is a two-time Robert Wood Johnson Foundation Scholar, selected for both the New Careers In Nursing and Future of Nursing Scholars Programs. Most recently, she was selected as a Gilead Sciences Research Scholar and an Emory University Building Interdisciplinary Research Careers in Women's Health Scholar.



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**Carolyn Scott, RN, BSN,
CCM, MAET, SSGB**

Principal,
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A registered nurse, certified case manager, as well as teaching faculty for the American Heart Association. Her career path includes roles in bedside nursing, as well as management, nursing education, case management, clinical audits and consultancy.

Poll

Are you ready to explore something new in your nursing career?

- **Yes – interested in new opportunities**
- **No – Happy where I am at this time**

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Let's Prepare Taking the next step

Nursing Fact – Harriet Tubman

An all-round inspirational figure who risked her life countless times to free others from the same slavery into which she had been born. She also served as a nurse during the American Civil War and used her knowledge of herbal medicine to treat wounded soldiers on the island of Port Royal off the coast of South Carolina. Using traditional remedies, Harriet cured many soldiers of dysentery and smallpox – never contracting the disease herself.



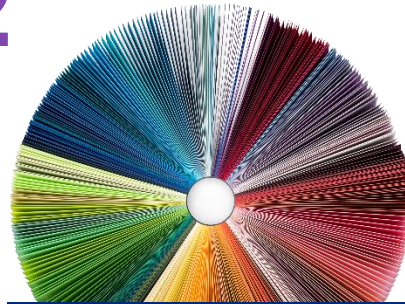
Three steps to a new opportunity

1



Do your
homework

2



Refresh your
resume

3



Practice your
story

“We all should know that diversity makes for a rich tapestry, and we must understand that all the threads of the tapestry are equal in value no matter what their color.” - [Maya Angelou](#)

Preparing for change

Steps to discern your next role

Know YOU



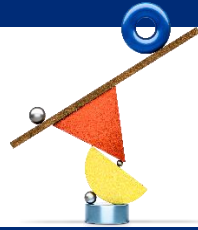
Define your competencies –
nursing vs business

What are your strengths?

What are your opportunities?

What ignites your passion?

Know YOUR needs



Document your change drivers

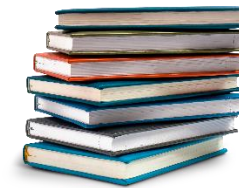
What do you need to excel?

What is a deal breaker?

What is your salary range?

Unique benefits or “perks”

Do YOUR homework



Company and job search site –
read the postings

Professional social media –
follow companies

Network, network, network

- Request an introduction
- Ask for another contact
- Be clear in who you are and what you want

Résumés, cover letters, and online applications

Résumé formats

It's your first impression

- No grammatical mistakes
- Ensure congruency with position of interest
- Have a S.T.A.R. story for everything



Cover letters

Your first introduction

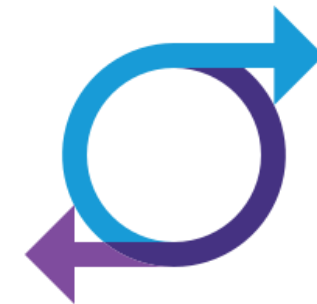
- Kick it “old school”
- Tailor your content to the position
- Be clear on why you are the obvious choice



Online applications

They are different

- Do not translate resume formats well
- Personal statement versus cover letter



Interview tips and tricks

How to ace the “tell me about yourself” question

What is your professional **mantra**?

Three clear words or short phrases that express your philosophy/approach to work

Be prepared for...

Questions collecting negative **evidence**

– *“tell me about a time you missed a deadline; what happened and what did you learn?”*

Ask questions about the organization

Demonstrate you did your homework; you **understand** their needs and know how to address them

Ask a question about your candidacy!

Practice, practice, practice

Your S.T.A.R. stories



Behavioral Interviews

Situation:

Setting the stage > what happened or what were you tasked to do – and why?

Task:

What was your role, what were you asked to do?
Use “I” statements

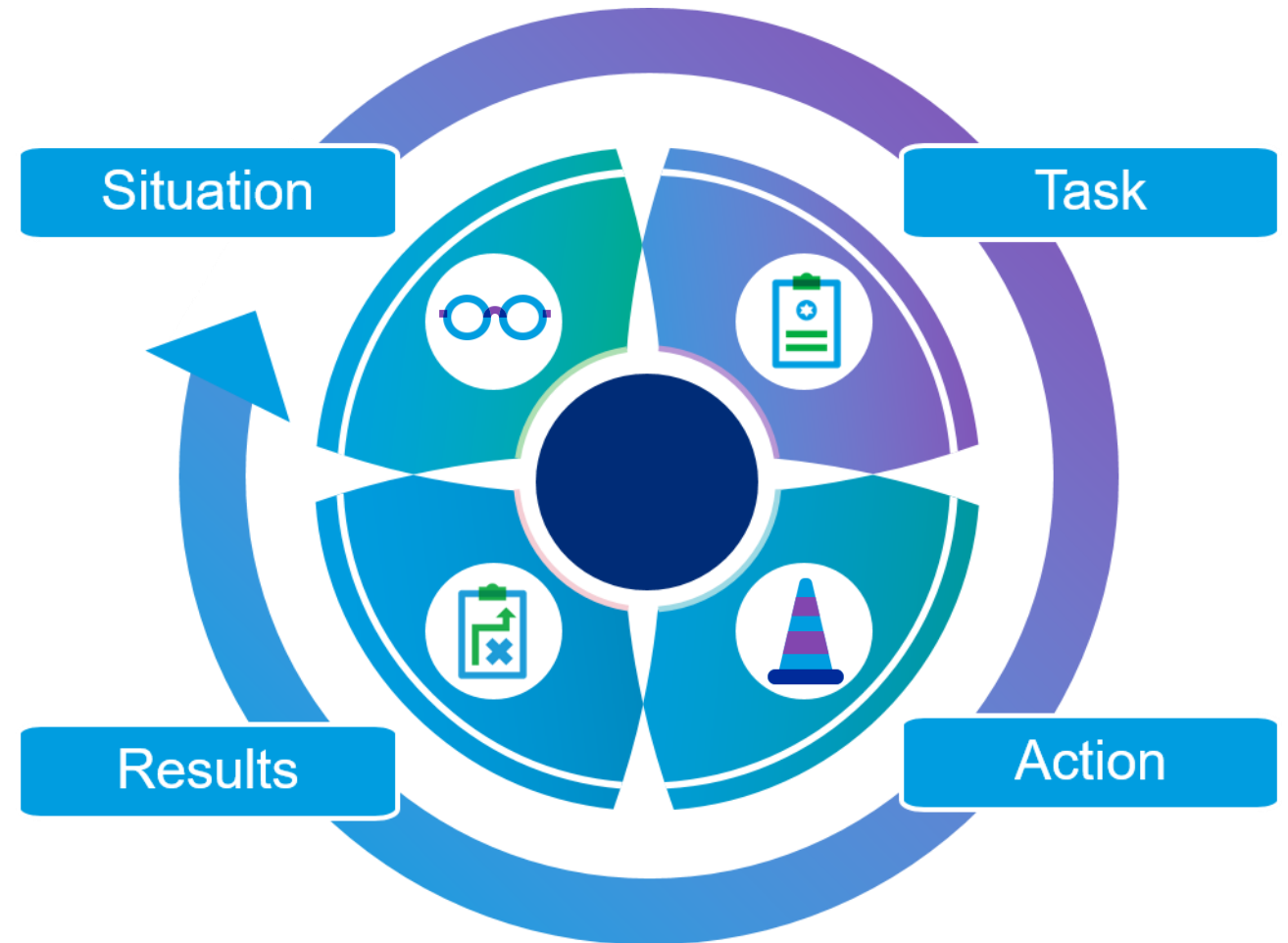
Action:

How did you sequence your actions?
Be concise

Results:

What was the outcome or result?
What did you learn from it?
How did it contribute to the organization?

How to be a S.T.A.R.



[The Behavioral Interview – Office of Career Strategy – Yale University](#)

Behavioral Interviews

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Your S.T.A.R. Story

Q: Tell me, how do you prioritize projects under pressure?

S: As a med-surg nurse, I care for patients with different needs, therapy schedules, and complexities. As organized as I am, schedules are often disrupted for any number of reasons, especially when a patient under my care Codes. Prioritization is my superpower!

T: During a Code event, my previous priorities need to be reordered quickly while I initiate lifesaving procedures. I effectively transition my other patients to the broader clinical team and provide information so they may be able to reprioritize their new case load. In parallel, I coordinate the Code activities until higher level resources arrive and make an effective transition.

A: I am an octopus – doing many things at once! Addressing immediate patient needs, activating the code, marshaling other clinical resources, and following our Code protocols, including reprioritizing my patient load when I return.

R: I effectively manage my patient load, mitigate risk to my patients and my employer, and ensure safety and compliance are maintained during emergency situations.

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Your S.T.A.R. Story

Q: So tell me about yourself?

S: The best way to describe myself is to share my guiding principles that I believe have made me and the organizations I work for successful: aim high, do my best, know my resources. I believe those three pillars are adaptable to most any organization and lend themselves to be used to not only initiate but to encourage excellence.

T: In a previous role, I was tasked with organizing, opening and commissioning an outpatient clinic. It was a new care delivery system for the organization, and I was asked to step up when the person hired was unable to report for the position.

A: I did research on clinic set up, networked with other clinic directors at magnet hospitals, and identified talent within the organization, building a team and the operational framework to support the new line of business.

R: I was able to successfully commission the clinic within 90-days of construction completion. I believe these three pillars demonstrate my organization, tenacity and ability to successfully deliver in an unknown environment and highlight how I can bring the same to your organization.

Behavioral Interviews

Your S.T.A.R. Story

Q: Place your Behavioral Interview Question here?

S:

Situation:

Setting the stage > what happened or what were you tasked to do – and why?

T:

Task:

What was your role, what were you asked to do?
Use “I” statements

A:

Action:

How did you sequence your actions?
Be concise

R:

Results:

What was the outcome or result?
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3

Let's Engage Questions?

Nursing Fact – Estelle Massey Osborne

The first black woman to earn a master's degree in nursing. She had a goal to ensure black nurses had the same opportunity for high-caliber education. She helped to get the color ban lifted from nursing in the US Army and Navy and assisted in almost doubling (within 2 years) the number of training schools to accept black schools. In 1945, she became the first black member of NYU's teaching faculty and her legacy lives on with a scholarship in her name.



Questions for the panel



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Thank you for joining us today > let's connect!

Contact information

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Download the materials

Visit the webinar [site](#) for more information and to download the presentation, interview guide and career path templates

