

Nurse Manager Communication Associated with Staff Nurse Satisfaction or Retention

Abstract

Background: Nursing communication is a significant part of a nurse's job, especially when communicating with their patients, patient's families, and the healthcare team. Communication is the center of attention of many studies, and the way nurse leaders relate messages can influence an organization's outcomes, including nurse satisfaction and retention. This integrative study aims to analyze communication styles, behaviors, and instruments used by hospital unit nurse managers to increase staff nurse satisfaction and retention. **Methods:** The Preferred Reporting Items for Systematic Reviews and Meta-Analysis were used in the literature search and review. The Johns Hopkins Evidence-Based Practice Model and Guidelines were used with the critical analysis and leveling of evidence. **Results:** Research reveals evidence that leaders exhibiting better communication competencies increase nursing staff satisfaction and retention. The most prominent theme is that staff nurses wish for more open, prompt, and transparent communication with leadership, and these lead to higher satisfaction and retention among staff members.

Conclusion: The way nurse managers communicate with staff can lead to better company outcomes, including nursing satisfaction and retention. Using existing communication theories, methods, and tools can improve nurse leader proficiency in relating information to staff and increase nurse satisfaction and retention.