

## How to Build Competence and Confidence in ED Teams

### *Empowering Emergency Nurses from the Inside Out*



Emergency Departments are high-pressure ecosystems. Decisions happen in seconds. Conditions shift by the minute. And through it all, nurses are expected to perform with unwavering competence and composure. But confidence in the ED doesn't just materialise—it's nurtured, supported, and built on a strong foundation of development and recognition.

### **So, how do we truly build competence and confidence in our ED teams?**

It starts with more than mandatory training. It starts with valuing emergency nursing as a specialism, with clear pathways for growth and development—and that's exactly what the Faculty of Emergency Nursing (FEN) provides.

#### **Step One: Embed Structured Learning**

One-off courses or box-ticking CPD won't cut it anymore. Nurses need structured, progressive development. FEN's qualifications offer Level 6 and Level 7 vocational programmes built by expert emergency nurses. The content is real, relevant, and rooted in everyday ED practice. Webinars are modular and flexible—accessible around shifts yet mapped to clinical needs.

#### **Step Two: Use PDPs as Roadmaps**

Personalised Development Plans (PDPs) are an untapped asset. When used intentionally, they can drive motivation and accountability. Group FEN webinars into bespoke learning pathways. Align webinar content with PDP goals and use FEN CPD certificates—complete with evaluation reflections and mapped NMC Code domains—as evidence of engagement and impact.

#### **Step Three: Develop a Culture of Assessment**

Confidence thrives when nurses are seen, supported, and guided. FEN's Quality Assured Assessment tools—like Mini-CEX, DOPS, and ESLE—turn abstract development into measurable progress. Train internal assessors through FEN's Assessor Education Programme, which includes ongoing supervision and guidance. You're not just building capability—you're building leadership within your team.

#### **Step Four: Recognise Effort**

Many EDs lack the time and structure to reward CPD. But even small acknowledgements—lieu time for completed webinars or shoutouts at handover—go a long way. Make development visible. Celebrate competence and progress. Recognition fuels retention.

## Checklist: Building Competence and Confidence in ED Teams

- ✓ Subscribe every RN to FEN for consistent access to education
- ✓ Incorporate FEN webinars into PDPs and annual appraisals
- ✓ Use FEN CPD certificates as evidence of growth
- ✓ Develop 3–4 internal assessors per department via FEN's Assessor Education Programme
- ✓ Integrate assessment tools (Mini-CEX, DOPS, ESLE) into daily practice
- ✓ Give learners flexibility—access learning when it suits their shift patterns
- ✓ Encourage reflection and application via evaluations
- ✓ Acknowledge and reward professional growth

## The Bottom Line?

Confidence doesn't grow in chaos—it grows in structure. Competence doesn't happen by default—it's cultivated. When nurses feel equipped, respected, and supported, they perform better, stay longer, and inspire others.

And with FEN, you're not just ticking a CPD box. You're building a culture of excellence—one nurse, one shift, one department at a time.