INCIVILITY

- Students
- Faculty
- Staff
• Any action that is rude, discourteous, offensive, intimidating, or hostile that interferes with the learning and/or practice environment

• Evidence suggests that incivility on American college campuses, ranging from insulting remarks and verbal abuse to violence, is a serious and growing concern.
What does a healthy Team Look like?

Teams provide a safety net for individuals

Mover
Supporter
Resister
Observer

Authentic *respect* for others requiring time, presence, engagement, and an intention to seek common ground.

Clark & Carnosso (2008)
Synergistic result of effective interdisciplinary collaboration

• System-based solutions for safe hand-offs

• Acknowledging other team members' contributions

Teamwork and Collaboration

Ability to raise concerns; Assertion

CUS (concerned, uncomfortable, safety)

2 challenge rule

Critical Language “I need some clarity.”
Teamwork and Collaboration Cannot Be Uncivil

Workplace aggression can include:

- *Incivility*
- *Bullying*
- *Mobbing*
TYPES OF INCIVILITY

• Lateral/Horizontal Violence: Acts that occur between coworkers, between students, between faculty, and between staff nurses and student.

• Bullying/Vertical Violence: Acts done by a person in a position of authority
“I asked a question to clarify content and was yelled at and told if I did the reading I would know the answer”

“In front of my patient and the nurses on the unit my clinical instructor scolded me for not documenting vital signs before lunch”

“I was made to tell the staff nurse that I was not prepared today and that I would not be able to give medications”

“I asked the staff nurse a questions and she turned and mumbled, what are they teaching you in school”
A student pulls the wrong medications for a patient. While reviewing them with the student, the instructor recognizes the error and guides the student to recognize the error also. Correction is made. Afterward, the instructor would address the unsafe practice with the student.
I am concerned about your practice?

You need to be more careful.

Your medication administration is disorganized.

What can you say differently?

Reflect based on QSEN competencies

What would be your concerns for the patient?

Negative Response
What are the things that you can do when your students are on an “uncivil” clinical environment?

“Communication with staff, manager, and education is vital to decreasing Incivility.”
We must Communicate with Civility

- Remember pleasantries
- Don’t interrupt, ask if the person has time
- Be open-minded
- Say what you mean
- Be aware of tone and volume
- Be respectful, even in disagreement
Event
Mary did not say “Hello”

Thought
“Mary is a snob”

Secondary Mental Reaction
“Mary thinks she’s better than me. I’ll show her what that feels like!”

Behavior
Develops antagonistic relationship with Mary

Emotion
Anger/Resentment

Emotion
Increase in anger

Constructive Thinking: The Key to Emotional Intelligence (Epstein, 1998)
**Event**
Mary did not say “Hello”

**Thought**
“Mary is preoccupied”

**Emotion**
Puzzlement

**Secondary Mental Reaction**
“Maybe something’s bothering Mary”

**Emotion**
Concern

**Behavior**
Maintains friendly, rewarding relationship with Mary
Avoid Words That Promote Conflict

“Communication with staff, manager, and education is vital to decreasing incivility.

- Be careful what you say
- You'll never change…
- You should/must…
- You always/never…
- If you don't do this, then I'll…
- The problem is you…
- You lied…

Communication with staff, manager, and education is vital to decreasing incivility.

- What are the things you can do when your students are on an “uncivil” clinical environment?
- Don’t respond until you have truly heard the other person
- Ask clarifying questions
- “I” Messages
- Really Listen
- I Messages
- Ask clarifying questions
- Don’t respond until you have truly HEARD the other person
- Really Listen
• Faculty/clinical instructors identify and address incivility across the curriculum
• Reward/reinforce civil behavior
• Add Code of Ethics to clinical evaluation
  • Provision 1.5 requires nurses to treat colleagues, students, and patients with dignity and respect and that any form of harassment, disrespect, or threatening action will not be tolerated (ANA Code of Ethics)
• Building in civility competencies
  • Active listening,
  • Conflict resolution skills, negotiation, dealing with difficult people,
  • Stress management
Civil Behavior

Show patient and respect to others and listen attentively with eye contact.

Avoid sarcasm, put downs, offensive humor & have a cooperative approach.

Watch body language/personal space. Apologize when in the wrong.
Questions?