



INCIVILITY

- Students
- Faculty
- Staff



Incivility - Definition

- 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)

Teamwork and Collaboration

Synergistic result of effective communication

Ability to raise concerns;
Assertion

CUS (concerned,
uncomfortable, safety)

2 challenge rule

Critical Language *"I need some clarity."*

- Safety
- Accountability

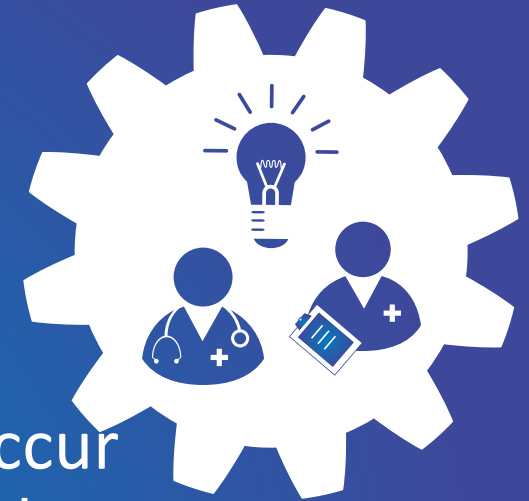
Teamwork and Collaboration Cannot Be Uncivil

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



Nursing Students' Perceptions

- “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”



How do you respond?

- 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.

Negative Response

What can you
say
differently?

Reflect based on QSEN
competencies

What would be your concerns for
the patient?

I am
concerned
about your
practice?

You need
to be more
careful

Your
medication
administration
is disorganized

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

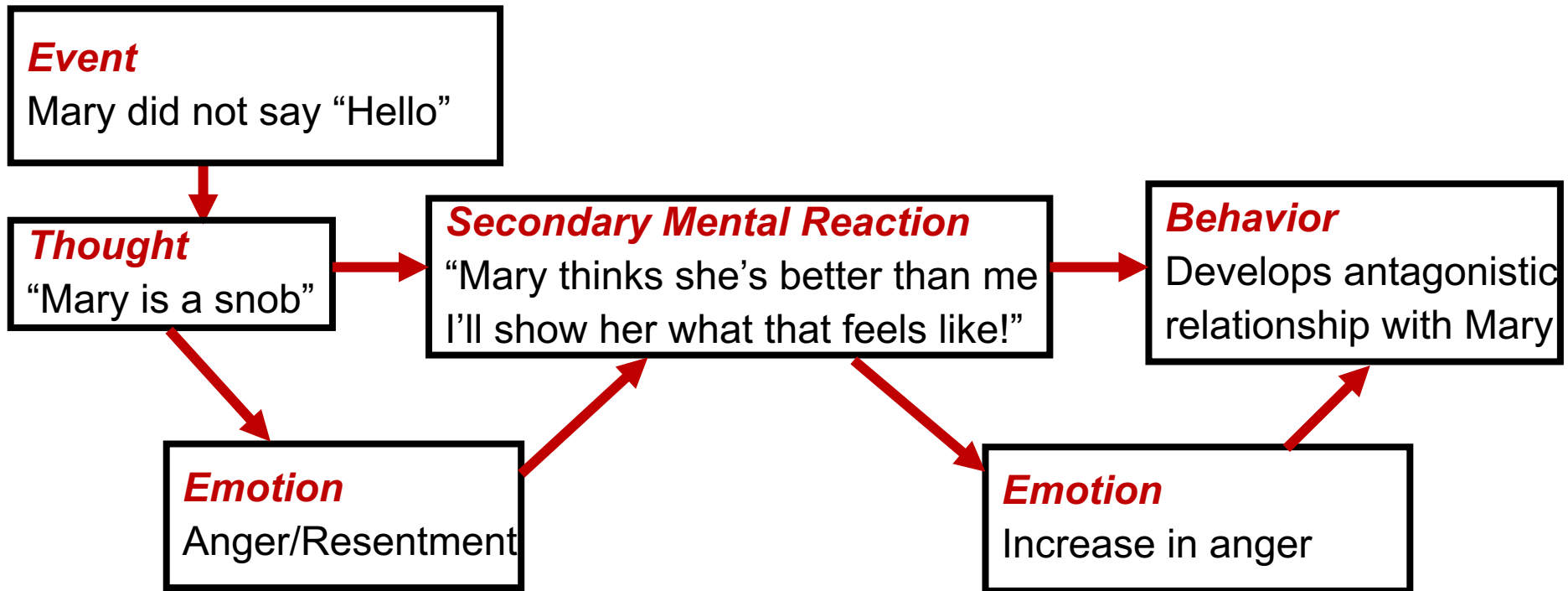
Be open-minded

Say what you mean

Be aware of tone and volume

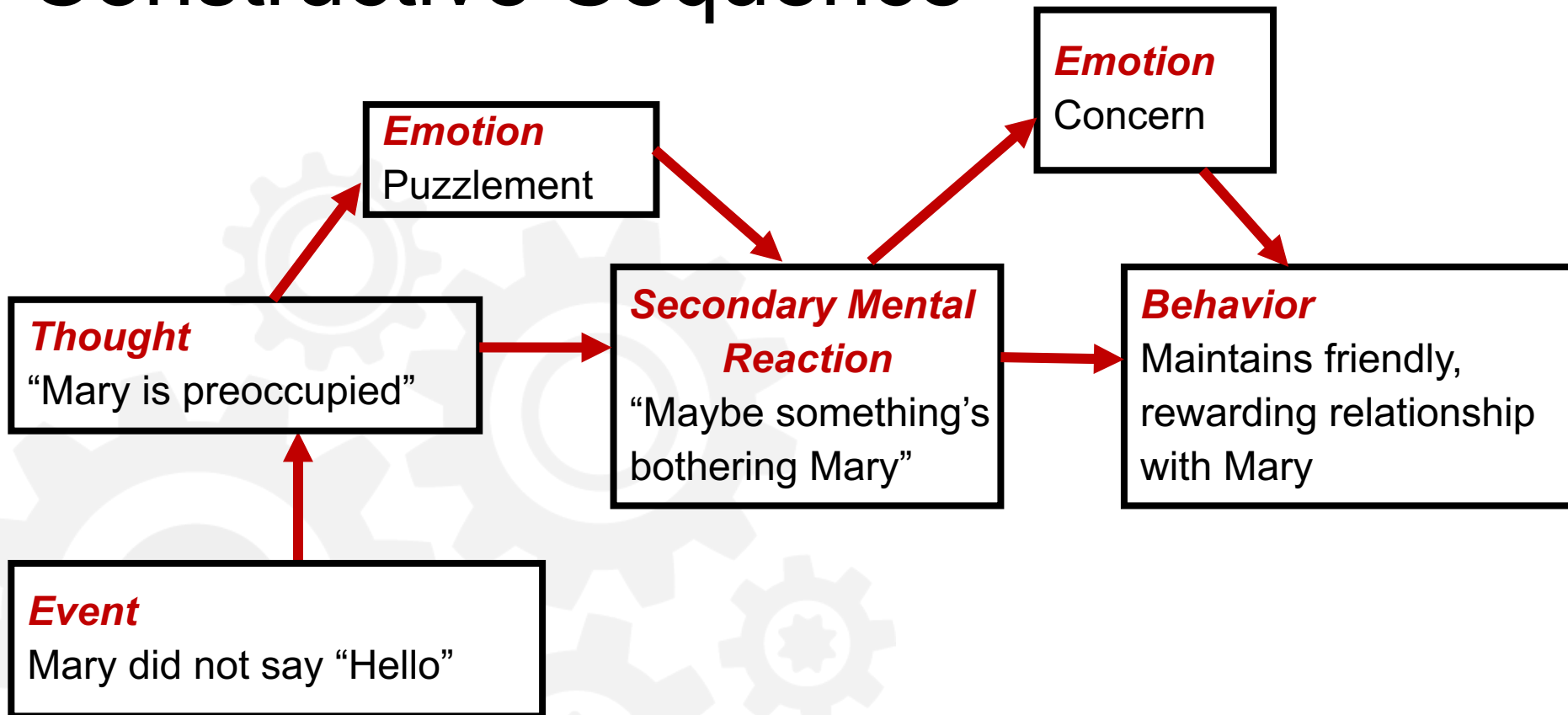
Be respectful, even in disagreement

Destructive Sequence



Constructive Thinking: The Key to Emotional Intelligence (Epstein, 1998)

Constructive Sequence



Avoid Words That Promote Conflict

“Communication with staff, manager, and education is vital increasing

“I” Messages

Ask clarifying questions

Really Listen

don't respond until you have truly HEARD the other person



Create a Culture of Civility in Nursing Programs

- 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?