



A Stimulating and Timely Summer or Campus Read for All Programs of Nursing

Creating and Sustaining Civility in Nursing Education, Second Edition

By Cynthia Clark, PhD, RN, ANEF, FAAN

Are you and your faculty colleagues looking for a timely and compelling semester, summer, or campus read? We invite you to consider *Creating and Sustaining Civility in Nursing Education, Second Edition* written by Cynthia Clark, PhD, RN, ANEF, FAAN, and published by Sigma Theta Tau International. Faculty at all levels of nursing education will find value in sharing a common reading experience to increase awareness about academic civility and incivility; apply evidence-based strategies to prevent and address the problem; promote discussion and discourse about a critical issue facing many faculty and administrators; and integrate a social experience and open dialogue into the faculty community.

Creating and Sustaining Civility in Nursing Education, Second Edition — written by an author passionate about improving lives, challenging the status quo, and transforming learning and work environments — takes readers on an insightful journey that integrates evidence-based strategies and best practices to foster civility and healthy academic and practice environments around the globe. With its wealth of scholarly resources, personal stories, and practical tools, Dr. Clark's book promotes civility, professionalism, and ethical practice for students, faculty, nurse leaders, healthcare professionals, and society-at-large.

For those in the nursing profession, striving to do their best, it offers hope while simultaneously cutting to the heart of who we are and what we do. It casts a bright light on how far nurses have traveled and inspires readers to renew their commitment to self, patients, and the profession. Dr. Clark challenges each of us to believe in ourselves, to make a difference, and to stand for what is right and good. The author pays tribute to nurses around the world who, each day, work hard to make a difference in the lives of others.

Incivility is an issue that, to some extent, impacts everyone. In healthcare, however, the issue is particularly critical because incivility and other forms of relational aggression can result in life-threatening mistakes, preventable complications, near misses, and patient harm. Therefore, it is imperative, for those in the nursing profession to raise awareness about the importance of fostering civility and sustaining healthy work and learning environments. Dr. Clark builds a strong case for nurses' ethical obligation to act civilly and respectfully, focusing attention on why civility matters and why all nurses — regardless of setting, specialty, or education level must pursue it. And, rather than rely on tedious, uninspiring passages to make her point, Dr. Clark employs an eloquent, engaging style that provides readers with judicious, evidence-based, step-by-step strategies. Using these resources, faculty and learners can address their ethical responsibility to transform workplaces and improve teaching-learning environments.

This book is an excellent source for raising awareness about the problem of incivility, uncovering the serious and insidious nature of the problem — and, more importantly — providing evidence-based strategies to eliminate it from academic and practice workplaces. The book serves as a reminder that, when we stand together and amplify the dialogue of civility, it sends a powerful message that can't be ignored.

Examples of discussion questions based on the 12 power-packed chapters in *Creating and Sustaining Civility in Nursing Education, Second Edition*:

Chapter 1: Reflect on a time when you or someone you know was treated in a disrespectful or demeaning manner. What feelings were evoked? How did you respond? Were other individuals involved in the situation? If so, how did they respond? Now, think of a time when you were affirmed and made to feel valued and respected—your efforts celebrated. What feelings were evoked? How did you respond? Were there other individuals involved in the situation? If so, how did they respond?

Chapter 2: In your role as a nurse educator, how might you be a catalyst for change to integrate professionalism, civility, and ethical practice throughout the nursing program and into the clinical practice setting?

Chapter 3: Since there is an inextricable link between stress and incivility, begin by asking yourself, “Am I a civil person? And then ask yourself “Have I ever been disrespectful or uncivil to another person?” If the answer to both questions is *yes*, then ask yourself “Why would a civil person behave in ways that might be considered uncivil?” Perhaps it’s because stress levels are heightened, and healthy coping is diminished. Describe how you are engaging in self-care and stress reduction activities. If you are having difficulty coping with life’s challenges, what measures can you take to improve your overall level of wellness?

Chapter 4: How have you integrated findings from empirical studies on fostering civility and healthy academic work and learning environments into your nursing education program? What outcomes have been achieved through this integration?

Chapter 5: Complete the Workplace Civility Index[©] to assess your level of civility competence. Invite a trusted colleague to do the same and then make a date to discuss the assessments of yourself and each other. Identify at least one area for improvement and celebrate your areas of strength.

Chapter 6: Effective mentoring relationships are built on trust and collaboration; career advancement or revitalization; and reciprocal respect, sharing, and caring. Positive mentorship creates meaning in our career as well as our personal and professional lives. Consider the characteristics you admire and look for in a trusted mentor. Jot down the characteristics and reflect on whether these traits are ones that you also possess? If not, how might you cultivate these desired traits? And if so, how can you strengthen these traits even more?

Chapter 7: As you consider your academic work environment, how would you describe its level of health? How might you and your colleagues initiate positive change to improve and transform the academic environment and organizational culture? What barriers and motivators exist in transforming the culture?

Chapter 8: Learning to effectively communicate and engage in critical conversations to constructively negotiate conflict are essential skills for all nurse educators. Describe how you are honing your communication and conflict negotiation skills. Provide specific examples and the outcomes related to these experiences.

Chapter 9: As you consider the first day of class and the immediate time leading up to it, what are some evidence-based strategies that you as a nurse educator can implement to prevent uncivil behavior and to promote civility in the learning environment?

Chapter 10: Involving students in active learning strategies minimizes classroom incivility by promoting cooperation, collaboration, and mutual goal setting. Active learning strategies also increase student participation and teamwork, promote positive relationships, and foster problem-solving and discovery. Think about a course you are teaching. How have you—or how might you integrate an active learning strategy into one of your classes to enhance learner engagement? How will you measure its effectiveness in terms of student learning and the reduction of incivility?

Chapter 11: Job stress is often defined as a feeling that one's capabilities, resources, or needs do not match the demands of the job. There are several sources of job stress. Reflect on factors that might be contributing to job stress in your life. Take a minute to jot down your favorite stress busters and share them with a friend. How can you build self-care and well-being activities into your daily life?

Chapter 12: Simple acts of kindness not only serve to counter the burdens and travails of the recipient but are also known to improve the well-being of the giver. Being kind and civil to others is a choice. Think about ways you positively touch the lives of others in your daily lives. Reflect on some examples and share them with a friend or colleague.