

Title:

SPECIAL SESSION: Improving Newly Licensed Nurses' Knowledge and Skills Related to Bullying and Incivility: A Mixed-Methods Study

Keywords:

Bullying, Incivility and Newly Licensed Nurses

Description/Overview:

In hectic and stressful environments, such as hospitals and academic institutions, the incidence of psychological violence takes its toll on nursing staff. When tempers rise, or situations become volatile and unbearable, nurses can use strategies such as training in how to hold critical conversations, to prevent disruptive and harmful behaviors. This program provides nurses with the knowledge and tools to react to a crucial conversation when under stress appropriately. Educational activities not only raise awareness of these issues, but can provide skills, training, and knowledge of how to reduce the frequency and impact of incivility.

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