

Steps to STOP

Cross-Cultural In-Civil-ity

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Cross-Cultural Incivility

- Incivility within and across cultures
- Primarily different geographic, social, racial, religious and linguistic cultures/groups
- Also within and between professional cultures (i.e. nursing, medicine, pharmacy, allied health)

Other Causes & Precursors of Cultural Incivility

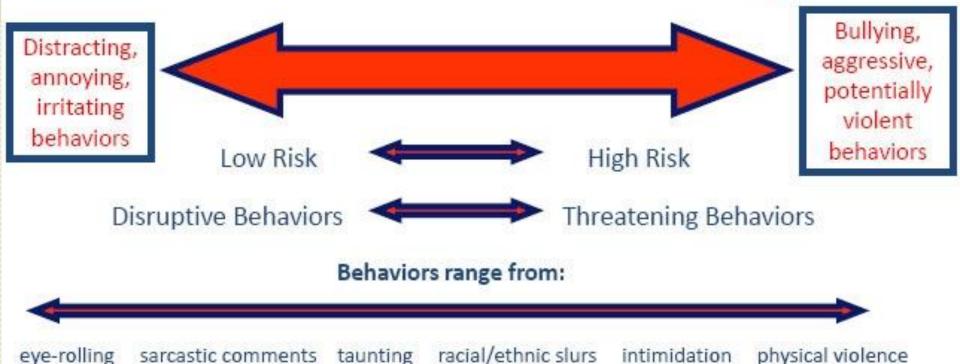
Cultural Incompetence

- Intolerance of cultural diversity
- Unprofessional ethic

Personal and contextual factors



Continuum of Incivility



500 100

Clark @ 2011

Medscape

Source: Stokowski, L. (2011). The downward spiral: incivility in nursing. An interview with Cynthia Clark and Sara Ahten. Available http://www.medscape.com/viewarticle/739328 2

Incivility & Disruptive Behaviors

- Dampens morale
- Staff turnover
- Liability

(JCAHO, 2008)



Incivility & Disruptive Behaviors

- Behavior incompatible with:
 - Core values of health care professionals and organizations
 - Non-maleficence "first, do no harm."

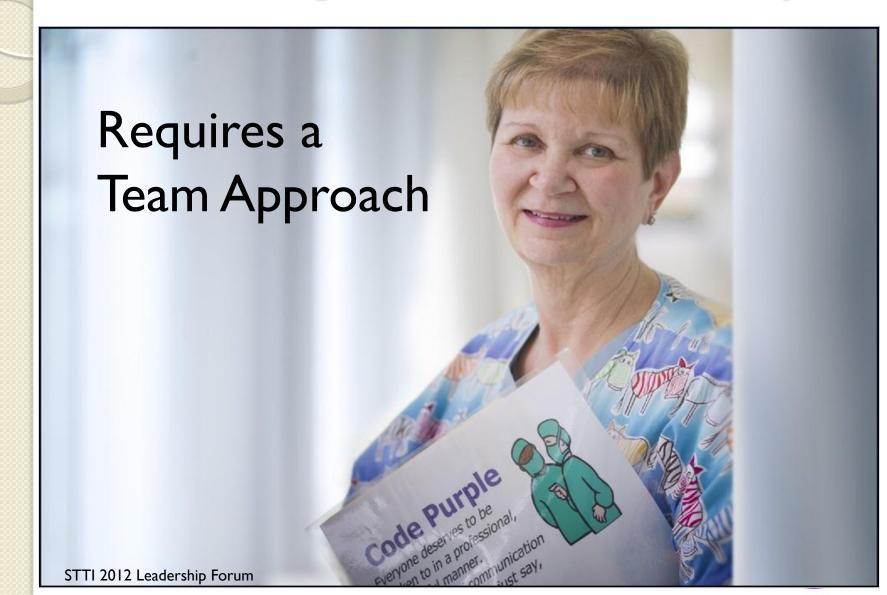
(JCAHO, 2008)



Creating a Culture of Civility

- Cultural Humility/Sensitivity
 - Commitment to self-evaluation and selfcritique
 - Redressing power imbalances in patientprovider and nurse-physician dynamic
 - Non-paternalistic, advocacy partnerships
- Respectful partnerships with clients and nursing colleagues

Creating a Culture of Civility



 Disruptive behaviors constitute a major threat to the quality of care

 Joint Commission on Accreditation of Healthcare Organization (JCAHO)has a new leadership standard that addresses disruptive and inappropriate behaviors

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Incivility & Disruptive Behaviors

- Diffusing disruptive behavior
- Civil Leadership
- Zero tolerance policy
- Creating a culture of safety
- Conflict resolution

(JCAHO, 2008)





Sample Pledge

- We will treat each other the way we want to be treated
- We will cultivate a spirit of inquiry
- WE will defer to each other's expertise
- WE will communicate effectively
- WE will commit to these behaviors in support of XXX HealthCare Transformation:
 - Encourage and support each other
 - Hold each other accountable for the above behaviors

CREATING A CULTURE OF CIVILITY....

BEGINNING IN ACADEMIA

Creating a Culture of Civility

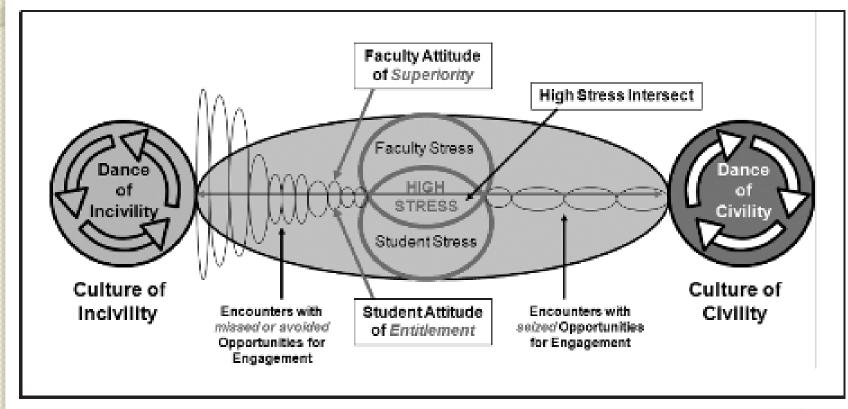
 Nursing students are tomorrow's nurses/colleagues

Incivility and bullying should be addressed in academia

(Luparell, 2011)



Conceptual model for fostering civility in nursing education





Civility Education for New Nurses

- Co-creation of course norms at beginning of course
 - student-student interactions
 - faculty-student interactions
 - Nurse-colleague interactions
- Transparency in course expectations
 - Students should know how to be successful in a course.
- Behavioral course objectives
 - (e.g. professional behavior)
- On-line and social networking civility

Source: Clark and Ahten, interview, 2011



Workshop on Civility

- Part of Orientation to nursing
- Importance of
 - Respectful behaviors
 - Civility
 - Professional behavior norms in various settings (nursing, clinical, academic)
 - Social media etiquette

Source: Clark and Ahten, 2011



Cultural Immersion

- An avenue to cultural humility & cultural learning
- Provides social justice orientation
- Unraveling of ethnocentric perceptions



10 Keys to Civility

- I. Respect Others
- 2.Think Positively
- 3. Pay Attention
- 4. Make A Difference
- 5. Speak Kindly

- 6. Say Thank You
- 7.Accept Others
- 8. Rediscover Silence
- 9. Listen
- 10. Keep Your Cool



Respect Others

Acknowledging one other

- Respect for the whole person
 - listening to others' opinions,
 - their feelings, their time, even their physical space
- The "golden rule," do unto others as you would have them do unto you.

Think Positively

 Studies have demonstrated that those who think positively live longer and happier lives

• "A positive attitude is an emotional contagion we want to spread".

Becauseitmatters.com



Pay Attention





Speak Kindly

 Words of kindness can inspire others & lift their spirits

Don't be/speak rudely



Say Thank You

Gratitude

Appreciation

















Accept Others

 "Welcoming all with the same enthusiasm as we experience in the feeling of belonging."



Rediscover Silence

Block noise and distraction

Take "time-outs"

 "Silence can be the bridge to our innermost thoughts and tranquility"



Listen

 Active listening requires that our attention go to others





Keep Your Cool

Don't be overly aggressive or overly passive

 Express your needs without intruding on others' needs and do it calmly and kindly



Final Thoughts on Civility

- Inherent to professionalism and ethical conduct
- Model civility and civil leadership
- Demand and intentionally pursue civility
- Encourage cultural sensitivity and humility
- Uncivil nurses are impaired nurses
- Implement "No-tolerance" policy
- Train and remediate healthcare professionals

