

# Sigma Theta Tau International

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Taking a Step to Stop Cross Cultural  
Incivility

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# Learner Objectives

By the end of the session the learner will;

1. Identify and define incivility related to cultural differences and strategies , tools and steps to defuse
2. Feel empowered and motivated to be an agent of change in situations of incivility

# What is incivility ?

The Oxford definition and Thesaurus define incivility as “A rude or discourteous act “

# How does incivility appear ?

- Being sarcastic
- Ruining someone's reputation
- Lack of support
- Back stabbing
- Confidence

# What do the standards say ?

## American Medical Association

Disruptive behavior as personal conduct whether verbal or physical ,that negatively affects or potentially may affect patient care includes ,but not limited to ,conduct that interferes with one's ability to work with the other members of the healthcare team.

# Joint Commission International(JCI)

JCI

Leaders must create and implement a process for managing disruptive and inappropriate staff behaviors.

# International Council of Nurses

## ICN

The International Council of Nurses (ICN 2009) defines abuse as behavior that humiliates ,degrades, or otherwise indicates a lack of respect for the dignity and worth of an individual .

# American Nurses Credentialing Center

Magnet

EP –*Under standard of exemplary practice*

*Collegial working relationships within and among the disciplines are valued by the organization and its employees .*



# When is behavior considered uncivil in different cultures ?

- Perception?
- Behaviors ?
- Lack of respect?
- Religion?

# Experiences of people from different cultures

- Cultural shock
- Home sickness
- Limited social skills
- Stereotyping
- Prejudice
- Labeled
- Perceived hatred

# Experiences of people from different cultures (Cont'd)

Intimidation as a result of ;

- Jokes
- Ethnicity
- Gender
- Sexual orientation
- Social status

# Cultural factors that may lead to incivility

- Nursing is a Female –Dominated profession
- Nursing is an oppressed group
- Medical Model
- Hierarchical Structure
- Imbalance of power
- War

# Studies

Taiwan, Afghanistan, Saudi Arabia

Johnston, M. (2009)

Showed nurse bullying on the rise and Nurse Managers were principal perpetrators of bullying .

# Jordan

- Oweis ,A.(2005)

Nurses are socialized to relinquish power to physicians and to be passive or indirect in their communication.

# Kuwait

Adib,S.(2002)

Nurses were not perceived as an “honorable position”

# Turkey

Uzun,O.(2003)

86% of nurses surveyed in 3 hospitals experienced verbal abuse and patients' relatives and physicians were greatest source



# Iraq

- Abu Al Rub, K. (2007)

49 of 116 participants reported they have been physically attacked .

# Asia

- Yueng and Griffin (2008)

77% of 116 ,986 respondents in 6 Asian countries China, Hong Kong, India Japan, Korea, Singapore experienced workplace incivility

# Saudi Arabia

- 70% of healthcare foreigners
- Emotional abuse
- 
- Discrimination
- Pay
- Policies

Susan Steinman

# Post September 11 ,2001

Kulwicki,A.(2008)

Effects of September 11 On Arab American nurses  
in Metropolitan Detroit

Nurses voiced the following ;

- Friends don't treat me the same on the unit
- There is tension in the setting
- I feel like I have to prove myself
- Wearing a Hijab was a source of ridicule

# A Personal Experience

- War ,Conflict ,Religion
- Empowerment of nurses at AUBMC.

# Strategies ,Tools ,Tips

- Create policies
- Zero tolerance
- Leadership
- Education

# Strategies ,Tools ,Tips(Cont'd)

- Cultural assessment
- Counseling service
- Work etiquette
- Ambassadors

# Strategies ,Tools ,Tips(Cont'd)

- Safe environment.
- Take action
- Role models



# In Conclusion

A safe respectful place is required for nurses from all cultures to practice .

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