The Civility Dialogues: Conversations to Inspire Action

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Today’s Objectives

❖ Inspire conversations about the complexities of effecting civility

❖ Initiate the implementation of strategies to foster civility in nursing
Cosmic Connection
2005-present

Snowshoeing in the Boise Mountains 2006
Our Cosmic Connection Vision

Our Cosmic Connection is a safe place to land that fuels each partner’s passion for her own scholarly endeavors in ways that catalyze her scholarly productivity and enhance her individual and our collective scholarly development. We tend to our relationship with ourselves and with each other as we expand our work into the world.
# Partnership Agreements

*(Heinrich, 2013)*

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<th>Wish (Dream Big!)</th>
<th>Contract (Who Does What When)</th>
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<td>Fears &amp; Concerns (Hesitations)</td>
<td>Covenant (How We Treat Partners)</td>
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* Can be renegotiated at request of any partner prn.
The Cosmic Connection Partnership Agreement
(Reaffirmed February 2013)

**Wishes**
(Dream Big!)

Support Team

**Fears & Concerns**
(Hesitations)

Attribute credit for scholarly work fairly

**Contract**
(Who Does What When)

 Speak by phone as CC and in dyads prn

**Covenant**
(How We Treat Each Other)

 Stand for our own work.

 Celebrate each other’s explorations wherever our paths take each of us.

 Pay attention to pings, small ps to keep to ourselves or capital Ps to share with CC
What is Civility?
Authentic respect for others requiring time, presence, engagement, and an intention to seek common ground

Clark & Carnosso (2008)
What is Incivility?

Rude or disruptive behaviors which often result in psychological or physiological distress for the people involved— if left unaddressed, may progress into threatening situations (Clark, 2009, 2012)
Continuum of Incivility

Distracting, annoying, irritating behaviors

Aggressive, potentially violent behaviors

Disruptive Behaviors

Low Risk

High Risk

Threatening Behaviors

Behaviors range from

eye-rolling  sarcastic comments  bullying racial/ethnic slurs  intimidation  physical violence  tragedy

Clark © 2009, revised 2011
Perception Matters
Inextricable Link Between Stress and Incivility
Incivility often occurs when people are:

- Stressed
- Rushed
- Overworked
- Fatigued
- Hungry
CIVILITY: Lifeblood of a Healthy Work Environment
LEADERSHIP: Heart of a Healthy Work Environment

P.E.A.K. Leadership to Foster Civility

Principled
Ethical
Authentic
Kind
Transformational Change Requires:
Organizational Trust, Ethical Leadership,
and a Commitment to Civility

“If your foundation is laid on shifting sand, you may build your house, but it will tumble down” Florence Nightingale
Top Three Strategies:
Organizational Norming at all Levels
Effective Communication
Principled Conflict Negotiation
Things That Keep Me Up at Night
Behaviors belong to values

(Bruhn, 2001)
“...inherent in accountability is responsibility for individual actions and behaviors, including civility. In order to demonstrate professionalism, civility must be present.”

(AACN Baccalaureate Essentials, 2008)
ANA Code of Ethics

• #1: “The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth, and uniqueness of every individual....” (p.4)

  – 1.5: Principles of respect extend to all encounters, including colleagues. “This standard of conduct precludes any and all prejudicial actions, any form of harassment or threatening behavior, or disregard for the effect of one’s actions on others” (p.9)
An All Too Common Theme?
Threats to patient safety
If it looks like a duck.....
Is it ethical to graduate students who do not work well with others?

Is it ethical to allow uncivil behavior in our environment to go unchecked?
Write about a time when...

a faculty colleague, administrator, or subordinate said or did something that left you or a colleague feeling disrespected, devalued, or dismissed.
A Revelatory Response

When I decided to seek outside funding for a research proposal, my program director told me that I must be realistic, the chances were small that I would get funding. I knew that she had herself failed to receive grant funding and recognized this as joy stealing, perhaps due to her own feelings of inferiority.

(Heinrich, 2007, p. 34)
3 Jump Outs

1. Joy-stealing

2. Scholarly Joy-Stealing

3. Resilient Scholar
How Will I Know?

Zest Scale

0 ____________________________ 10

_______________________________
None Zest-ful

ZQ = ____/10
Joy-Stealing Games

rob educators of their *zest*, clarity, productivity, enhanced feeling of worth, and a desire for more connection.

(Heinrich, *RNL*, 2013)
Long Term Effects?
Scholar-Impostor Syndrome

feeling like an intellectual fraud combined with the fear of being found out.

(Heinrich, 2013)
Stall Scholarly Progress?
P.T.S.D.

*Post-traumatic Scholarly Disruption* is a response to sustained, scholarly hazing and/or harassment accompanied by symptoms that can include anxiety, inability to control the fear response, flashbacks, avoidance, depressive symptoms, and hyper-arousal.

(Heinrich, 2013)
## Types of Questions To Ask

### Scholarly Joy-Stealing
- **Individual Response**
  - Scholar-Impostor Syndrome
- **PTSD**
- **Group Response**
  - Scholarly competition

### Scholarly Zest
- **Individual Response**
  - Recovering Impostor
  - Resilience & Bounce Back
  - Post-traumatic Growth Spurt
- **Group Response**
  - Scholarly Collaboration
Serendipitous Finding
(Heinrich, *RNL*, 2013)

Incivility

\[ \leftrightarrow \]

Civility

Win-Lose

\[ \leftrightarrow \]

Win-Win

Competition

\[ \leftrightarrow \]

Collaborative

Scholarly Faculty Development
Want to Find Out More?

Fast Forward Your Faculty Group’s Scholarly Readiness for Promotion & Tenure