

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)

Wish (Dream Big!)

**Contract (Who Does What
When)**

Fears & Concerns (Hesitations)

**Covenant (How We Treat
Partners)**

*** 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)

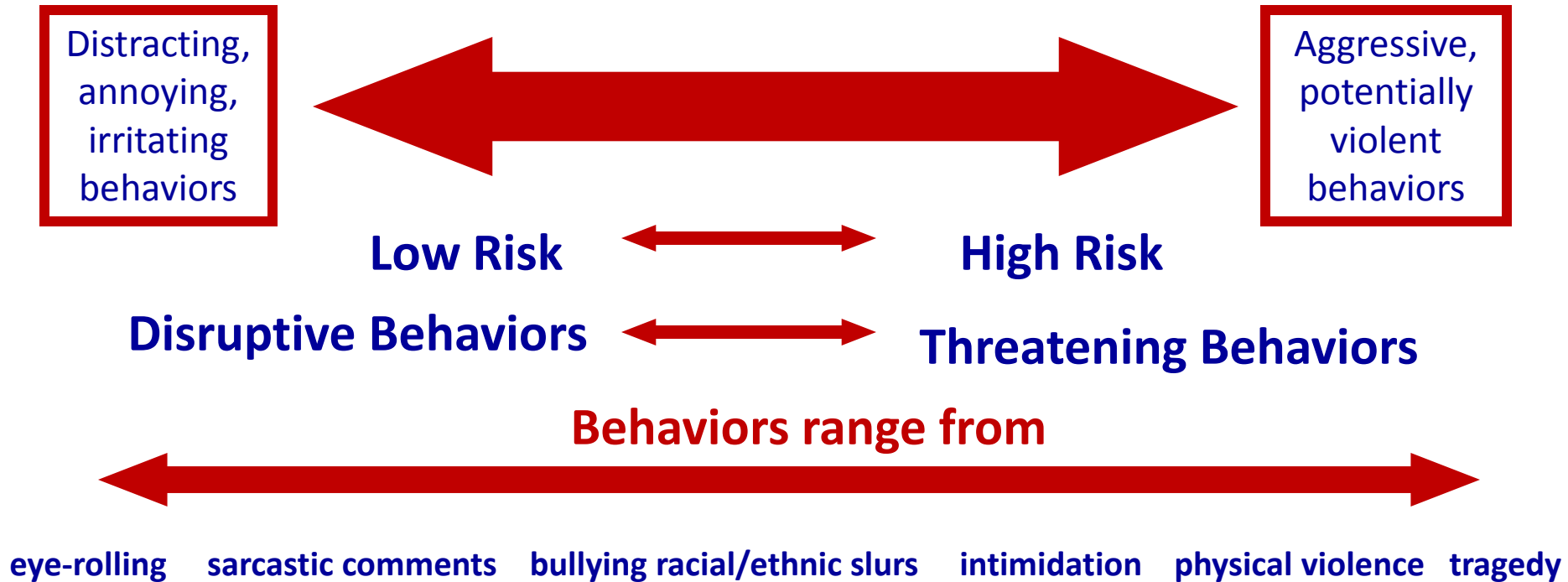


What is Incivility?

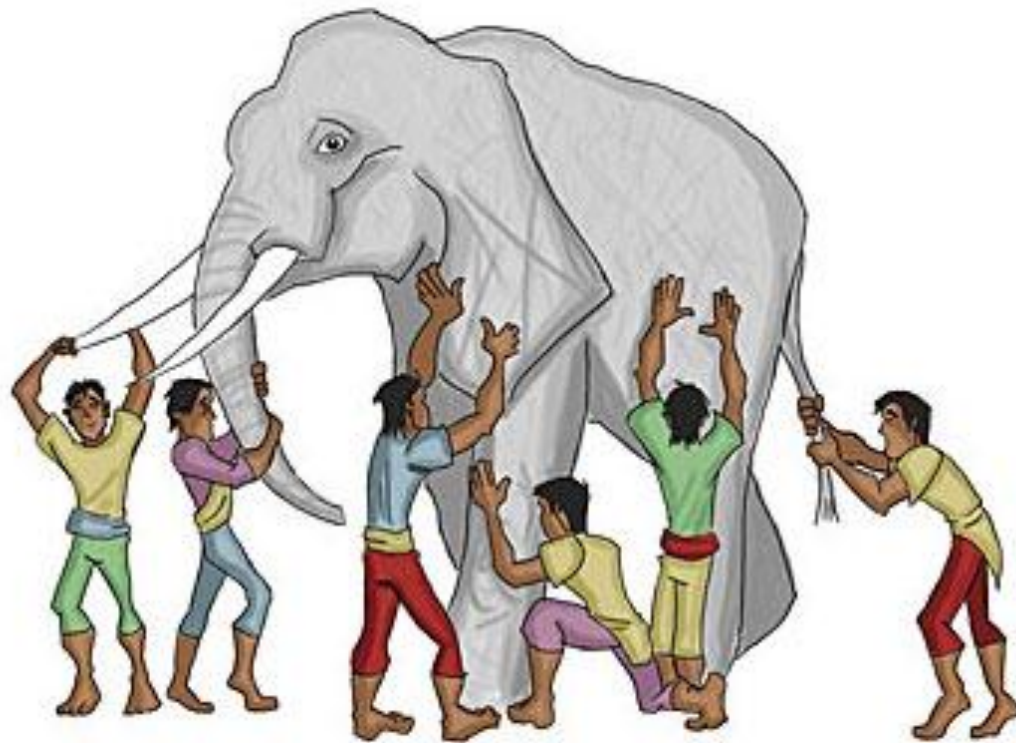
Rude or disruptive behaviors which often result in psychological or physiological distress for the people involved— if left unaddressed, may progress into threatening situations (Clark, 2009, 2012)



Continuum of Incivility



Perception Matters





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

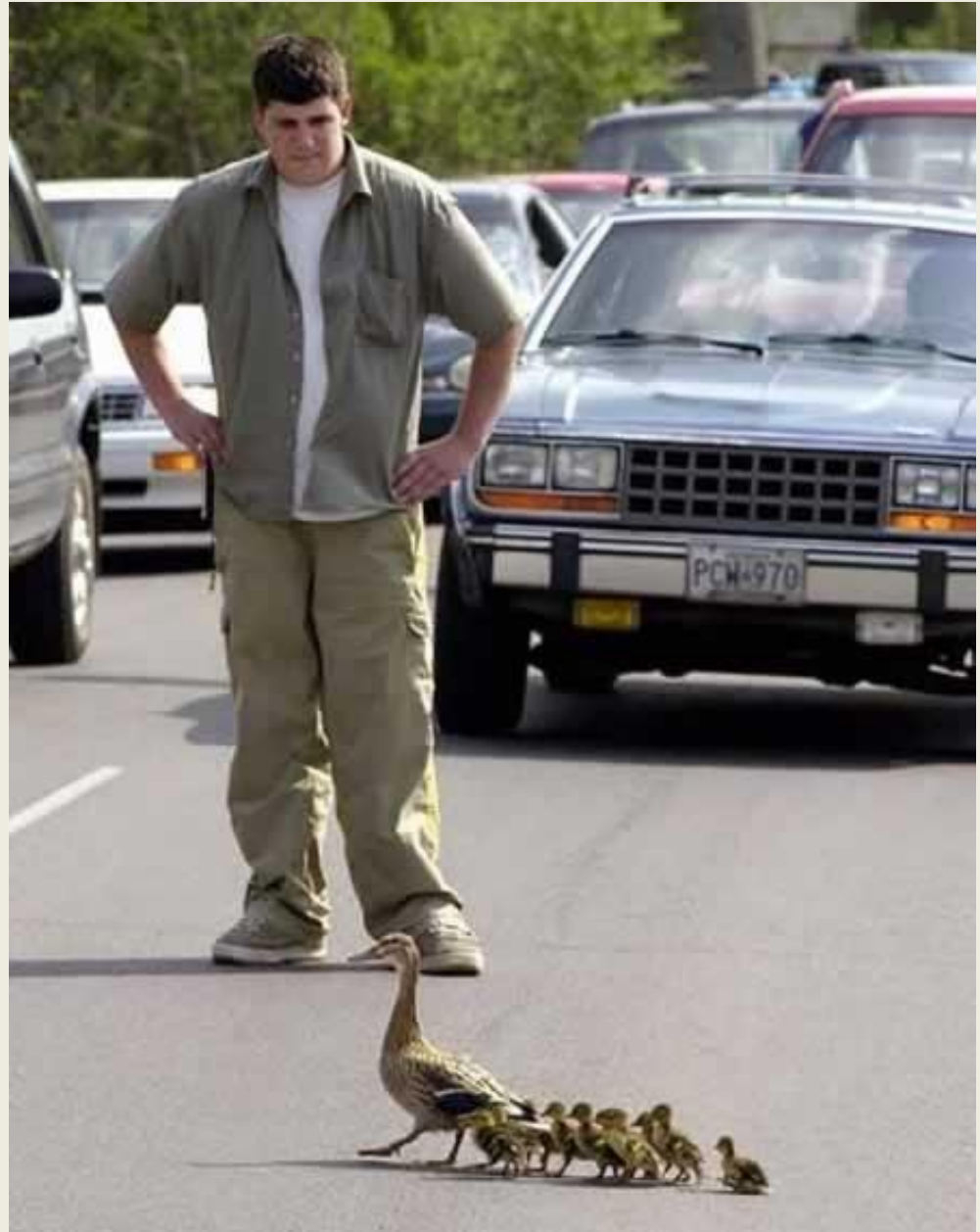




Things That Keep Me Up at Night

Behaviors beliefs values

(Bruhn, 2001)



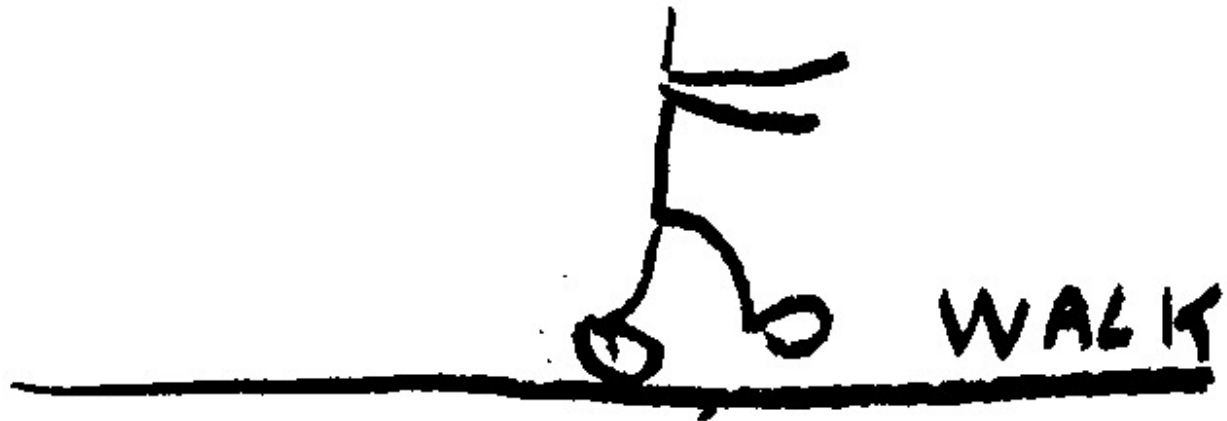
“...inherent in accountability is responsibility for individual actions and behaviors, including civility. In order to demonstrate professionalism, civility must be present.”

(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

Civility



Win-Lose

Win-Win



Competition

Collaborative



Scholarly Faculty Development

Want to Find Out More?

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