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AN EXAMINATION OF COGNITIVE REHEARSAL TO ASSIST NURSING STUDENTS WITH UNCIVIL BEHAVIORS
Objectives:

- Define Uncivil Behavior or Lateral Violence (behavior used to devalue (Griffin & Clark, 2014))
- Define Cognitive Rehearsal in nursing (Specific phrases during uncivil encounters, Griffin & Clark, 2014)
- Define the mnemonic of the Left Hand and the Right Hand in this discussion of Incivility in Nursing
INTRODUCTION

- Incivility is a threat to nurse safety. Student nurses are vulnerable (Griffin, 2004)
- Incivility interferes with student nurses learning may result in leaving the profession (Bond, 2009)
- Teaching Cognitive Rehearsal may assist student nurses with responses against uncivil behavior (Griffin & Clark, 2014)
NURSING THEORY: EXPLAINS NURSING PRACTICE

- Dr. Paulo Freire's Oppression Theory (1921-1977, Life) Oppressor has dominate power. Individuals are objects, Emotional dependence (Freire, 1970)
COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE (GRIFFIN, 2004)

- 1. Nonverbal Innuendo (eyebrow raising, face-making) Is there something you want to say to me?
- 3. Undermining activities (not available) Help me understand how this situation happened?
- 4. Withholding information (practice or patient) Information affects behavior.
COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE, (GRIFFIN, 2004)

5. Sabotage (setting up a negative situation). Could we meet in private and explore what happened?

6. Infighting (bickering with peers). Avoid conflict discussions in non-private places.

7. Scapegoating (attributing all that goes wrong with one individual).

8. Backstabbing: (complaining to others about an individual and not speaking to the individual)
COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE, (GRIFFIN, 2004)

9. Failure to respect privacy: (It bothers me to talk about the situation without their permission.)

10. Broken confidences: (Wasn’t that said in confidence?)
A NURSE’S TALE

A Personal Uncivil Account

- Withheld Information
- Undermining activities -Unavailable
- Non verbal innuendo
- Verbal affront
- Sabotage
NEW THEORY: THE THEORY OF NURSE CARING

- Comf-Care: Offers comfort and health skills from nurse to patients.
- If a self-nurse and a peer-nurse work as a team. Patient Care = Optimal level of care.

Extends beyond patient caring
Includes Self-care, Peer-care, Patient-care (SPP)

3 Nursing Duties:
Build and maintain nursing infrastructure
Self-nurse & Peer Nurse = Nurse preservation
Offer patients comf-care
SUMMARY

- Incivility among nursing student does exist (Griffin & Clark, 2014)
- Nursing students hold oppressed attitudes to uncivil behavior (Embree, Bruner & White, 2013).
- Cognitive rehearsal showed a difference existed between nursing students pretest and posttest scores.
- Learning to communicate effectively with cognitive rehearsal improves nurse attitudes (Griffin & Clark, 2014).
- Cognitive rehearsal reduced incidence and reoccurrence: improved overall patient outcomes (Griffin & Clark, 2014).
CONCLUSION:
HANDS OF MEMORY

- LEFT HAND: communicate
  - Listen
  - Talk
  - Empathic
- RIGHT HAND: Action
  - Engage
  - Offer solutions
  - Brain Storm: Work together to find a solution


REFERENCES