Cultivating Civility: A Call to Arms for Nursing Programs

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Defining Incivility

- Use of words and/or behaviors to demonstrate defiance, disrespect, or aggression
- Associated with a lack of regard for another

- In academic setting, can completely disrupt teaching and learning

Related Terminology

- Workplace bullying
- Verbal abuse
- Horizontal violence
- Workplace incivility

Compared to 5 years ago

- Rate of student complaints or grievances is higher (44%)
- Inappropriate or uncivil behavior by students is more frequent (57%)
  N=1554; Luparell & Frisbee, 2014
- Increase in cheating, inappropriate and disruptive behavior
  Levine & Dean, 2012

Points for Consideration

- Historically, incivility has led to important societal change

Genetically Speaking....
We Often Are Not on the Same Page

How are Students Socialized?

- Evidence suggests that nursing students are subjected to incivility by faculty and agency staff.

(A. Clark, 2008; Lidler et al., 2012; Marchiando et al., 2012; Thomas, 2009)

Facility to Faculty Incivility

- A “moderate to serious” problem

(Berating, Undermining, Sabotaging, Power plays)

What Climate Have We Established?

How do students treat us?

How do we treat students?

How do we treat each other?

An All Too Common Theme in the Ivory Tower?

TALK

WALK
Why Should We Work More Assertively to Foster Civility and Create Healthy Learning Environments?

Values of the Discipline
- Altruism
- Respect for human dignity
- Professionalism

Professionalism and Accountability

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

Behaviors belive values
(Bruhn, 2001)

Direct Costs to Faculty
- Physical and Emotional Toll
- Time Expenditures
- Financial Costs
- Decreased Job Satisfaction
- Withdrawal

What are the tangible ramifications of incivility?
The Bottom Line

- Increased sick calls
- Decreased productivity
- Turnover

43% know someone who has left
10% thinking about leaving

Luparel & Frisbee, 2014

Threats to patient safety

- The nurse creates an ethical environment and culture of civility and kindness, treating colleagues, coworkers, employees, students, and others with dignity and respect...
  Provision 1.5, p.20

- Disregard for the effects of one's actions on others, bullying, harassment, intimidation, manipulation, threats, or violence are always morally unacceptable behaviors.
  Provision 1.5, p.20

• Academic educators must also seek to ensure that all their graduates possess the knowledge, skills, and moral dispositions that are essential to nursing.
  Provision 7.2, p.44

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?
Get Naked
(Or at Least Be Transparent)

- Share the values and philosophies that drive your decision making
  - Programmatic
  - Individual
- Give rationale for expectations and decisions

Take Away the Guess
The purpose of this __________ is to.....

Explicate the Feedback Process

- Trust is integral to the feedback process

TRUST and FEEDBACK
Demonstrate Immediacy Skills

Keep Your Fingers on the Pulse
- Appoint student liaisons to monitor environment and provide you with feedback
- One-minute exercises on environment every few weeks
- Student-faculty forum

Keep Your Fingers on the Pulse

Ignore the Urge to Ignore

What do you want to look like to others?

Create a Zestful Workplace
Determine Who “Us” Is
(or at the very least….WHO YOU ARE)

- Examples might include:
  - We do not curse at each other
  - We refrain from texting during staff meetings
  - We don’t allow students to complain to us about other faculty
  - We do not speak negatively about colleagues in their absence

Have Some Spirited Conversations

- Review admission standards
- Introspection about curriculum
- ARE WE MEETING THE STUDENTS’ NEEDS?
- What bridges are worth dying on?

THANK YOU