AN OLD TREND IS A NEW FRIEND: A CALL FOR CIVILITY IN NURSING EDUCATION

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If you want to go fast, go alone.

If you want to go far, go together.

-african proverb
OBJECTIVES

1. Understand results of incivility in education
2. Define civility in your institution
3. Identify civility-promoting actions
4. Explore methods for creating policies and expectations in a culture of civility
“Everybody’s Doing It:”
Why the Majority is NOT Always Right
REALLY?
THE PITFALLS OF INCIVILITY IN EDUCATION
WHAT DOES THE EVIDENCE SAY?

- decreased faculty morale
- attrition of students and faculty
- increased incidence of school violence
- decreased learning
- derails our purpose
- health effects
  ----- PTSD effects
  -------- depression
  ----------- sleeplessness
- personal life
- increased “general” stress

(LUPARELL, 2007; MARCHIONDO, MARCHIONDO, & LASITER, 2010; ROBERTSON, 2012; CLARK, 2009)
THE PITFALLS OF INCIVILITY IN THE HEALTHCARE WORKPLACE: WHAT DOES THE EVIDENCE SAY?

For staff:
- loss of time on task
- increased absenteeism
- high turnover
- decreased job satisfaction
- decreased productivity
- decreased morale

For patients:
- increased healthcare cost
- decreased satisfaction with care
- decreased patient safety

CIVILITY IN A NEW ERA

Back in my mama’s day

- Formal invitations
- slips
- letters
- family dinners
- no phone calls at the supper table
- Lady parties

Today

- new language (LOL-ROFL)
- slides
- tweets
- drive through
- texts from of the table to the other
- ....??
Hi! Wot RU doing 2nite?
10:36, 11 Oct

Sitting on the sofa. LOL!
10:39, 11 Oct

LOL! Have fun. C U 2mrw 😊😊
14:38, 11 Oct
CIVILITY IN A NEW ERA

Back in my mama’s day

- Humans desire:
  ---- respect
  ------ identity
  -------- inclusion
  ------------ interaction
  - AND SUPPER!!!

Today

- Humans desire:
  ---- respect
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  ------------ interaction
  - AND SUPPER!!!

6 SOCIAL MEDIA PRINCIPLES

PRINCIPLE #6: SINCERELY MAKE THE OTHER PERSON FEEL IMPORTANT
WE ARE MORE ALIKE THAN WE ARE DIFFERENT

What causes incivility in the educational setting?
-stress
-personal conflict
-change in social norms
PROMOTING POSITIVE INTERACTIONS- IN EDUCATION

- start off on the right foot
- review expectations for behaviors and actions
- actively listen
- be prepared and ready to work/teach/interact each day
- see feedback from students
- create relationships

(CLARK, 2013; KING, SCHRODT, & WIEISEL, 2009; WEIMER, 2013)
PROMOTING POSITIVE INTERACTIONS - IN THE WORKPLACE

- be an example
- listen
- allow yourself to change your mind appropriately
- listen to yourself as well
- focus on situation, not person
- identify common ground

(CLARK, CARDONI, OLENDER, & KENSKI, 2011; UNIVERSITY OF MISSOURI, N.D.(B); RUSSELL, 2012)
Thoughtful reflection…..
A little work.....

• Reflect on a past problem experienced with a student/coworker/faculty. In that situation, did any of the following have an impact?
  – Clarity of your criteria or expectations
  – The other person’s degree of experience with the issue
  – Your personal feelings or values
  – Specificity of your feedback
  – Adequate opportunity to observe the situation
  – Your understanding of the other person’s perspective about the issue

(West, Clark & Jasper, 2007, p175.)
COMMUNICATION BASICS

Don’t pretend or fake it
Don’t bring personal baggage
Don’t be confrontational
Don’t interrupt
Don’t devalue content taught by colleagues
Don’t be inconsistent with expectations
Don’t forget to be passionate
Don’t be scared to have difficult conversations

(Zsohar and Smith, 2006)
• Stop and breathe

• Identify our judgmental thoughts

• Connect with our needs

• Express our feelings and unmet needs

(Rosenberg & Leu, 2003)
• “This is what I saw…”
  • describing what you noticed rather than judging

• “Let’s try to find the best option here…”
  • collaborating on a solution rather than imposing one

• “This is how I like to do this OR
I know there are lots of ways to do this but I like…”
  • acknowledging many ways

• “I tend to be a stickler for… “
  • being honest about yourself

There’s a voice in my head that whispers
"What if You Can’t?"
But I can’t hear it over the one screaming
"But What If You Can?!"

JourneyofaDreamer.com
HOUSTON... WE HAVE A PROBLEM
SUCCESS

• See it early
• Understanding
• Clarify
• Contract
• Evaluate
• Summarize
• Signed Summary

(Teeter, 2005)
WORDS: SO INNOCENT AND POWERLESS AS THEY ARE, AS STANDING IN A DICTIONARY, HOW POTENT FOR GOOD AND EVIL THEY BECOME IN THE HANDS OF ONE WHO KNOWS HOW TO COMBINE THEM. NATHANIEL HAWTHORNE
I trust you want feedback to help achieve your goal.

I will honor this by sharing my observations.

I need you to trust my purpose is to help you achieve your goal by using both positive and constructive feedback

When you __________ it leaves me with the impression________________.

It is likely others may have this impression also.
- sooner rather than later
- privately
- listen, acknowledge and consider others’ viewpoints
- own your viewpoint
- straightforward
  - I saw....
  - I was concerned....
- revised goals?
- clarify expectations
- consequences?
- adjust as needed

- scared
- emotional
- hungry
- tired
- angry
- placate or berate
- generalize
What does IWLPs stand for?

Institution wide Language Programmes

allacronyms.com
BASICS OF ACCOUNTABILITY
Kindness is a behavior marked by ethical characteristics, a pleasant disposition, and concern for others. It is known as a virtue, and recognized as a value in many cultures and religions. Antonyms Malevolence, cruelty.

Honesty refers to a facet of moral character and connotes positive and virtuous attributes such as integrity, truthfulness, and straightforwardness, including straightforwardness of conduct, along with the absence of lying, cheating, theft, etc. Furthermore, honesty means being trustworthy, loyal, fair, and sincere.

Grace—elegance or beauty of form, manner, motion, or action: favor or goodwill.

Redemption—an act of redeeming or atoning for a fault or mistake.
INSTITUTIONAL ACCOUNTABILITY

Institutional-specific definition created by stakeholders
Align policies with mission/beliefs/definitions
Policies formed by stakeholders
All leaders trained/educated/model
Apply policies to all
Apply consistently
INSTITUTION- WIDE BUY IN

- statement from the top
- participation of all stakeholders
- education across the institution
- policies that apply to ALL
- modeling by administration and faculty
- part of student and new hire orientation
DEVELOP YOUR DEFINITION
DEFINING CIVILITY BY IDENTIFYING INCIVILITY

Survey your community to identify your unique problems
- administration
- faculty
- staff
- students
WORKING ON POLICIES THAT PROMOTE CIVILITY

Your definition will guide your policies/action statements
INSTITUTIONAL EDUCATION

Initial education of entire community
Promote continuing education for key stakeholders
Re-education/remediation as needed
Updates each term for all
Part of new student and new hire orientation
Educational topics such as:
- cyber civility
- inclusivity
- dealing with difficult folks
- working in groups
- having difficult conversations
- professional dress
- meeting etiquette
- conflict resolution
WHERE DO WE GO FROM HERE?

Must be a cultural shift in education AND in nursing....

It is no longer acceptable (was it ever?) to eat our young.....

“The meaning of life is to find your gift. The purpose of life is to give it away.”
Results

Actions

Beliefs

coaching is an ongoing long term investment

Experiences

Culture

Lead

shift the balance

Manage

Success

what people think it looks like

Success

what it really looks like
Anyone can be cool, but awesome takes practice.
resources


• Reinhardt, Anita C.,PhD, RN, Keller, Teresa,PhD, RN, Ochart Summers, Linda,PhD, FNP, & Schultz, Pamela,PhD, RN. (2012). Strategies for success: Crisis management model for remediation of at-risk students. Journal of Nursing Education, 51(6), 305-11. doi:http://dx.doi.org.ezproxy.midwives.org/10.3928/01484834-20120409-03