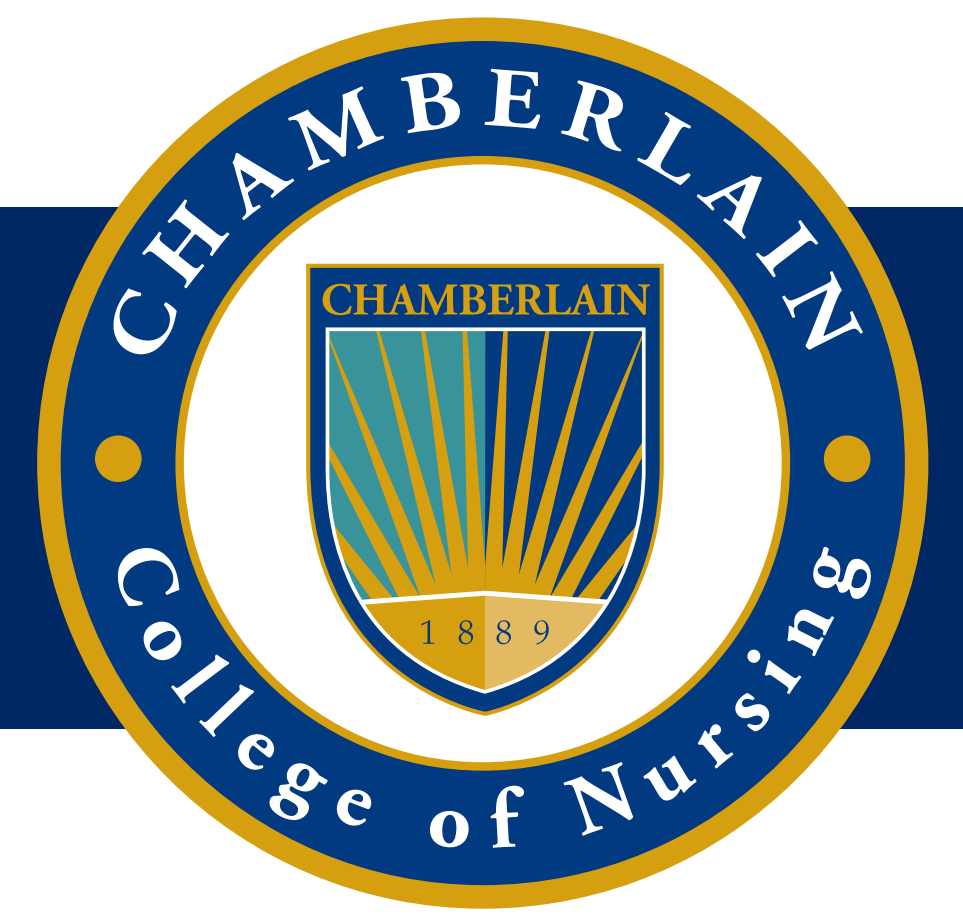


INCREASING AWARENESS OF MULTIDIMENSIONAL INCIVILITY IN NURSING



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Introduction

Incivility

- Abusive or violent act of disrespect and antagonist behavior towards others you work with
- In a professional environment, it is used to manipulate, intimidate and degrade others

Multidimensional Incivility

- Occurs in a multitude of settings in nursing
- Occurs between:
 - Faculty and student
 - Student to student
 - Nursing preceptor to new graduate
 - Among nursing colleagues

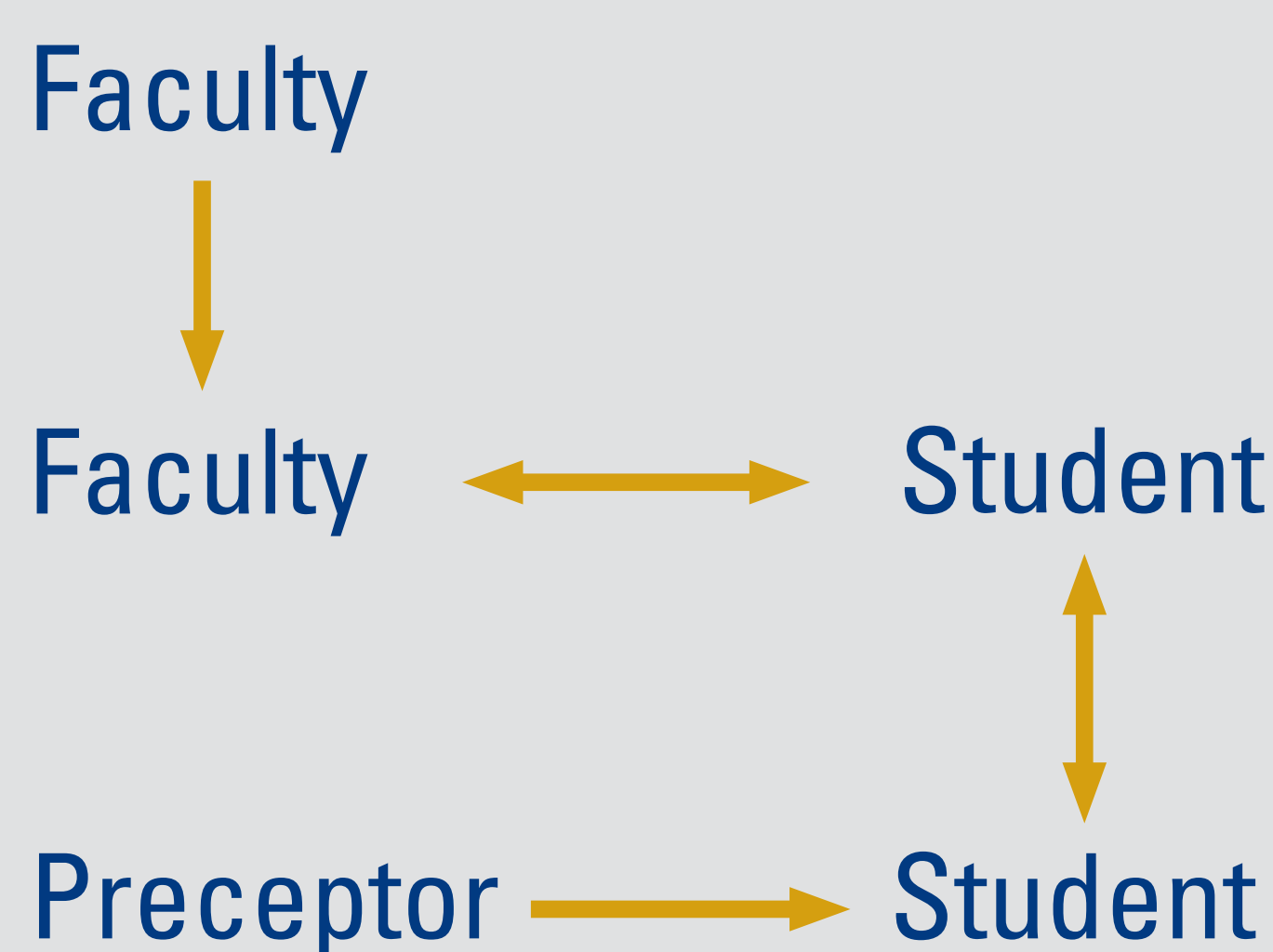
Academic Incivility

- Has gained increased interest in the nursing profession
- Faculty members and students have identified incivility to occur in the classroom and clinical settings
- Negatively impact the learning process which disseminates to adversities in the profession of nursing

Significance

- 25 percent of faculty reported physical contact between students and instructor
- 50 percent of faculty reported inappropriate behaviors
- 52 percent of student nurses reported to have had experienced incivility by the nursing staff
- 37 percent of reported cases of incivility or lateral violence in the workforce were made from personal experiences
- 45 percent reported the uncivil acts negatively affected the health of the victim
- 40 percent of personal incivility experiences go unreported
- 24.1 percent of nurses reported verbal abuse by nursing colleague or manager
- 22 percent reported fellow nurses treated them with fair to poor levels of respect

Multidimensional Incivility



Implications of Incivility

- Negative impact on learning process
- Low morale
- Stress
- Fear of receiving failing grade or evaluation
- Embarrassment
- Decreased confidence
- Suboptimal patient care
- Health problems
- Anger

Purpose

1. To enhance awareness of negative behaviors taking place in nursing education and the negative effects they have on morale, confidence and the academic environment.
2. To promote self-awareness of incivility and introduce tools to elicit change for improving quality of care provided.

Target Audience

- Inclusive of all individuals who could potentially exhibit uncivil behaviors or be victims of these hostile acts
- Nursing students, educators, managers, leaders and nurses

Influences on Nursing Practice

- Patient quality of care is at risk, patient safety is compromised and overall patient outcomes are directly affected by incivility
- Uncivil behaviors attribute to a negative work environment, decreased job satisfaction and suboptimal job performance in academic and clinical settings
- Hostile behaviors learned and enforced in the academic environment can have a negative influence on the profession of nursing

Promote a Culture of Civility

- Promote self-awareness with early education on personality style and conflict resolution techniques
- Implement communication and professional skills training early in the nursing school curriculum
- Encourage role modeling behavior of collaboration, respect and professionalism to promote civility

Conclusion

- It is imperative to increase awareness and implement strategies to eradicate incivility in nursing academia and promote collegiality
- Future research is needed to determine if increasing nursing students' awareness of incivility will reduce the incidence uncivil behaviors
- Increased awareness can be achieved by incorporating civility education in the nursing curriculum
- It is imperative that faculty and nursing students increase self-awareness of uncivil acts they are engaging in
- Promoting collegiality and enhancing communication are qualities necessary to prepare nursing students for effective leadership roles

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