

Strengthening Civility to Promote Inclusivity



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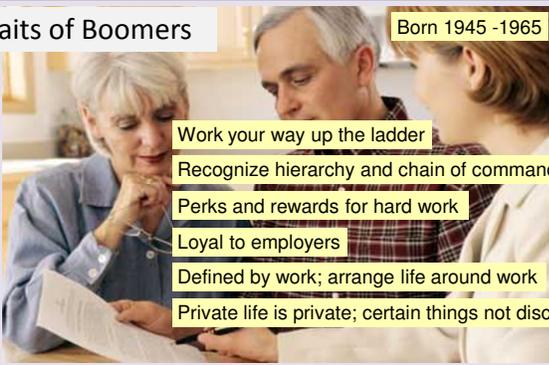
Generational Differences



Implications for the classroom
and workplace

Traits of Boomers

Born 1945 -1965



- Work your way up the ladder
- Recognize hierarchy and chain of command
- Perks and rewards for hard work
- Loyal to employers
- Defined by work; arrange life around work
- Private life is private; certain things not discussed

Traits of Gen Xers

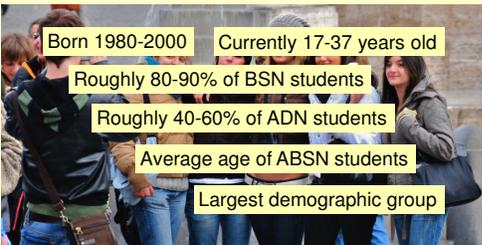
Born 1965 -1980

Transitional generation



- Latchkey kids—independent, self-reliant
- Don't see distance related barriers
- Value family time and work-life balance
- Used to be on the leading edge of innovation
- Skeptical and cynical about authority

The Millenials



- Born 1980-2000
- Currently 17-37 years old
- Roughly 80-90% of BSN students
- Roughly 40-60% of ADN students
- Average age of ABSN students
- Largest demographic group

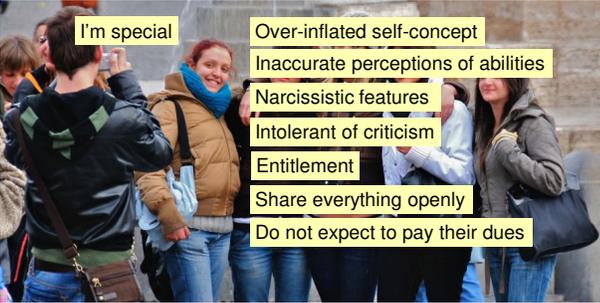
Students, young professional staff, entry level faculty

Traits of Millenials



- Digital Natives
- 24/7 connection
- Tribalism
- Different sense of time
- Concurrently connected and isolated
- Lacking in interpersonal skills
- Poor communication skills in general
- Little regard for traditional hierarchy

Traits of Millennials



- I'm special
- Over-inflated self-concept
- Inaccurate perceptions of abilities
- Narcissistic features
- Intolerant of criticism
- Entitlement
- Share everything openly
- Do not expect to pay their dues

Traits of Millennials



- Coddled
- Poor decision-making skills
- Need for constant feedback
- Immature

Traits of Millennials



- Pressured
- Threat of terrorism constant
- Underemployment a reality
- Student loans looming
- Self-promoting

iGen/Generation 2020/Gen Z



Born 2000 - present Currently 1 - 17 years old

Coming soon to a campus near you

Uncivil Environments

- Presence of words and/or behaviors to demonstrate **defiance, disrespect, lack of regard, or aggression**



Incivility in Nursing



- Eye Rolling
- Sarcasm
- Insulting
- Failing to Assist
- Berating
- Undermining
- Sabotaging
- Withholding Info
- Physical Contact

Seeking Health

- Work and care environments that are safe, healing, humane and respectful of the rights, responsibilities, needs and contributions of all people



(AACN, 2005)

Values of the Discipline

- Altruism
- Respect for human dignity
- Professionalism



Professionalism and Civility

- “...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)

Behaviors belie values

(Bruhn, 2001)

“PEOPLE MAY DOUBT WHAT YOU SAY, BUT THEY WILL BELIEVE WHAT YOU DO”

~LEWIS CASS

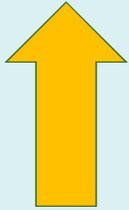
<h2 style="margin: 0;">The Joint Commission Standards</h2> <h2 style="margin: 0;">AACN HWE Standards</h2>	<h2 style="margin: 0;">ANA Position Statement on Incivility, Bullying, and Workplace Violence</h2>
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- Novices less likely to ask questions
- Errors as a consequence of aggression and bullying



(Johnson, 2010; ISMP, 2014)

When Incivility Increases...



Turnover



Intent to
Leave



Patient Harm

When Incivility Increases...



Job Satisfaction



Quality of Care



Patient
Satisfaction

ANA Code of Ethics



- Nurses consider the needs and respect the values of each person **in every professional relationship and setting....**

Provision 1.1, p.17

- Nurses maintain **professional, respectful,** and caring relationships **with colleagues....**

Provision 1.5, p. 20

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

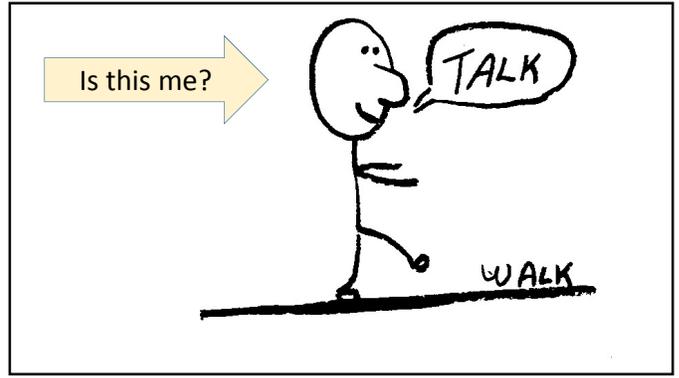
Provision 1.5, p.20

- 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



Determine Who “WE” Is

- We think the best before we think the worst
- We say ‘please’ and ‘thank you’
- We do not curse at others
- We celebrate others’ successes
- We do not speak negatively about colleagues in their absence



Not that hard to give positive feedback, but we often fail to do so



Reach Out

Hi Chum,

I thought I would check in to see if you have any questions about what needs to happen as the semester comes to a close—how to enter final grades, where to file clinical paperwork, what to do with exams, etc. As you get to the point where you are ready to tie things up in a bow, let me know and I can walk you through the final steps.

Susan

Hi John,

I ran into some nursing students today who were so excited about something that you helped them understand on the unit today. I don't know the details, but is sure is great to see students so enthusiastic, and I want you to know your efforts are not lost on me. Nice work!

Susan

Intention Required



LESSON: I can grow a garden or I can grow weeds

