

**Describe what evidence most appeals to you in terms of integrating civility, professionalism, and ethical practice into the nursing curriculum.**

The notion of dealing with incivility from students is unsettling to me. Until now in my journey towards becoming a nurse educator, I have been feeling a certain nostalgia for the respectful relationship I had with my nursing instructors in my prelicensure program. I am glad for this journal prompt which allows me to be proactive in planning the integration of civility, professionalism, and ethical practice into curriculum.

When Pinchera and Burnett (2024) wrote about navigating incivility in nursing education, they noted the difference between lateral violence and incivility and how it essentially comes down to incivility lacking the intent to cause harm whereas lateral violence cannot hide behind ambiguity. This can make incivility insidious if nursing instructors are not vigilant to address it when it happens. Left unaddressed in the student population, incivility can seed itself into the professional development of student nurses. However, I believe nursing students can understand the need to recognize and respond to incivility as an impediment to professionalism and ethical behavior, and what better place to begin that practice than in nursing school?

The four systematic ways suggested to address incivility by Pinchera and Burnett (2024) are role modeling, communication, civility training, and civility codes. While I think civility codes are a necessary part of raising awareness, they cannot be counted on to combat incivility. Communication excellence is key in all aspects of responding to incivility starting on day one of classes and continuing when student incivility needs to be addressed after it has occurred. The most appealing to me of the four ways to address incivility are role modeling and incivility training. Examples of role modeling to promote civility include creating a welcoming environment, being accountable for my actions, admitting mistakes, apologizing for my own incivility, being nonreactive, and assuming positive intent (Pinchera & Burnett, 2024).

I think role-playing activities could be used as civility training and could be both instructive and eye-opening for students after they had completed a reading assignment on incivility. If predetermined scripts in which acts of incivility were portrayed were randomly given to students to read in class, and the students were encouraged to wear silly glasses, wigs, or simple costumes while they participated, the uncomfortable words spoken in the scripts would be highlighted in memorable ways without raising the tension that the incivilities would no doubt have raised without the humor. "In-person role-playing sessions, with a facilitated debrief,

provide a safe space for students to practice how they would respond if faced with such behaviors in the future” (Pinchera & Burnett, 2024, p. 84).

### **How do you believe healthcare professionals should act when "on stage?"**

Faculty members are not exempt from uncivil behaviors. There is a professional burden for faculty to model civility and professionalism for students during the relatively brief time that students are preparing to assume the role of professional nurse, so any act of incivility places the student at risk. There are many ways faculty can be good role models. KeithRN (2017) provided the idea of a “dance of incivility” in that if a student displays incivility, it is extremely important to address it in a civil way to model the correct behavior and hopefully turn the student towards success in the future. Another excellent way that I would personally feel comfortable with is providing students with an open forum to engage in discussions with them about what it means to act in a professional manner and how to recognize and respond to incivilities within the bounds of professionalism.

### **References**

KeithRN. (2017). *How to act like a healthcare professional*. YouTube.com.

Pinchera, B. J., & Burnett, C. N. (2024). Navigating the nursing incivility epidemic:

Understanding and addressing incivility in nursing education. *Journal of Professional Nursing*, 56, 82–84. <https://doi.org/10.1016/j.profnurs.2024.12.008>