

Reflect on an experience in which you were directly involved or witnessed incivility in the workplace and answer all questions/criteria with explanations and detail.

In recent years, incivility in nursing has become a significant issue that affects job satisfaction and turnover rates. One example of incivility involves a newly graduated nurse Troy and a 12-year experienced nurse Jane. Nurse Troy approached Nurse Jane for help with medication reconciliation, but Nurse Jane responded dismissively and sarcastically, creating a toxic environment.

The situation made me feel uncomfortable and uneasy. Nurse Jane's dismissal of Nurse Troy's request for help was unprofessional and showed a lack of respect. Nurse Troy's nervous response indicated the emotional impact of the interaction.

The consequences of this situation could lead to decreased morale, strained relationships, and potentially affect patient outcomes. Nurse Troy's trust in Nurse Jane could wane, causing miscommunications, and Nurse Jane's refusal to help could lead to errors. Overall, incivility can negatively affect the work environment and patient care.

To prevent incivility, proactive strategies such as education and training, leadership role modeling, team building, clear communication channels, addressing staffing issues, and emotional intelligence support must be prioritized. In addition, Naik & Kanitha (2021) explains that leaders must self-reflect and implement strategies such as creating an impersonal and professional work environment, monitoring employee behavior, involving employees in decision-making, and fostering organizational policies on civility. Farrell (2022) also theorizes that organizations can provide training on emotion management and conflict resolution, establish formal channels for reporting incivility, and promote a culture of respect and professionalism. By addressing incivility in the workplace, healthcare professionals can foster a healthy work environment that supports positive interactions and ultimately improves patient care.

- a. **Provide a brief synopsis of the situation.** Individuals typically seek employment in environments characterized by respect and professionalism. However, the issue of incivility in nursing has gained significant attention in recent years. DeNisco (2021) theorizes that research suggests that it has a comparable impact on workplace bullying, affecting job satisfaction and turnover rates. Workplace incivility can manifest in various ways, impacting the overall work environment. Some common examples include outbursts of anger, repeated lateness to meetings, disrespectful behavior toward colleagues, gossip, rumor-spreading, and sabotaging coworkers' work. Naik & Kanitha (2021) theorize that swiftly addressing incivility in the workplace is essential for maintaining a positive workplace atmosphere and preventing further escalation. An example of an incivility I have witnessed at work occurred between a lady who has been a nurse for 12 years and a new graduate nurse. Nurse Jane meticulously reviews patient charts at the nurses' station while new graduate nurse Troy approaches, holding a stack of paperwork. Nurse Troy nervously requests Jane's help with a patient's medication reconciliation due to recent doctor-prescribed changes. Nurse Jane dismisses Troy without looking up, emphasizing the need for self-reliance. Troy, trembling, apologizes