

Fostering Civility: Using Simulation to Train Nurses in Conflict Management

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Abstract

Incivility, horizontal violence, and bullying are all words used in the literature to describe the behaviors seen in the health care workplace that lead to a toxic environment. Edmondson and Allard (2013) reported 37% of nurses leave their jobs due to incivility in the workplace. The financial impact of incivility is \$300 billion annually (Clark, 2013). The Joint Commission (2008) identified disruptive behavior as a root cause for more than 3,500 sentinel events over a 10-year period.

The American Nurses Association position paper entitled *Incivility, Bullying, and Workplace Violence* advocates for education of our nurses, advocacy, and enforcement by health care institutions. We as educators need to help our nursing students identify incivility and gain tools that are useful in dealing with these behaviors. Learning how to manage a difficult situation or conflict requires practice or rehearsal. It is a skill that we have never been taught.

Simulation is an excellent methodology to teach this skill. Simulation is a safe environment where students' frames are uncovered and assumptions are challenged. Simulation is also grounded in experiential learning theory. Managing incivility requires practice. In order to be able to have a difficult conversation, you need to practice; simulation provides this opportunity.

Through a grant provided by the Maryland Higher Education Commission (MHEC), the Maryland Clinical Simulation Resource Consortium (MCSRC) has been able to fund Montgomery College's simulation library. Faculty from Montgomery College have authored, directed, and acted in many of these simulations. The simulations are open for public use, and many nursing programs around the nation have used them in their courses. I would like to highlight the simulation on "Managing Incivility," one simulation that can be utilized to teach students how to foster civility.