



St. John's College
Department of Continuing Education

Purpose

The purpose of this workshop is to clearly identify the subtle and obvious signs of incivility, disruptive behaviors and the eroding effect this has in both the academic and practice settings. This workshop will discuss how these behaviors have been recognized by regulatory agencies such as The Joint Commission and Boards of Nursing as the root cause for significant issues in patient safety and a learning environment. This workshop will offer insight into contributing factors to disruptive behavior and help develop strategies nursing leaders can use to foster a climate of civility.

Intended Audience

Nursing leaders in practice and academic settings, staff nurses and multidisciplinary teams.

Objectives

1. Define covert and overt signs of disruptive behavior commonly experienced in the practice and educational settings.
2. Discuss precipitating factors which contribute to disruptive behavior and how these can be diverted.
3. Describe the long range detrimental effects various levels of incivility have on the health care environment and patient safety when allowed to persist.
4. Identify strategies clinical and educational nursing leaders can use collaboratively to foster civility among nursing staff and students.



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Department of Continuing Education

729 E. Carpenter Street
Springfield, IL 62702

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Addressing the Critical Issues of Incivility in Nursing: Why Civility Matters



Monday, October 21, 2013

Dove Conference Center
St. John's Prairie Heart Institute
619 E. Mason Street
Springfield, IL 62701

Speaker

Cynthia Clark, RN, PhD, ANEF, FAAN



Dr. Cynthia (Cindy) Clark is an award winning professor in the School of Nursing at Boise State University and the Founder of Civility Matters®. Dr. Clark holds two bachelor's degrees, one in nursing and the other in addiction treatment and recovery. She is a psychiatric nurse/

therapist specializing in adolescent violence prevention and addiction counseling. She has a master's degree in human development and family studies, a post-master's certificate in nursing leadership and has earned a PhD in educational leadership.

Dr. Clark is a Fellow in the American Academy of Nursing and the National League of Nursing (NLN) Academy of Nursing Education. She is the recipient of numerous awards, including the 2011 and 2012 Most Inspirational Professor Award, the 2011 Idaho Business Review Woman of the Year Award, and the 2011 NLN Excellence in Educational Research award where she was recognized for her ground-breaking work in fostering civility in the nursing community.

Her pioneering work sheds light on a serious issue that often remains hidden and frequently ignored — incivility and bullying in academic and practice environments. She has developed “best practices” and reliable empirical instruments to measure, prevent and address uncivil behavior.

Agenda

- 7:30 a.m. **Registration & Continental Breakfast**
- 8 a.m. **Welcome**
- 8:15 a.m. **Defining the Effects of Incivility**
- 9:15 a.m. **Incivility in a Social Context**
- 9:45 a.m. Break
- 10 a.m. **Incivility in a Social Context (cont.)**
- 11 a.m. **Consequences of Incivility**
- 12 p.m. Lunch (provided)
- 1 p.m. **Strategies for Nursing Leaders to Foster Civility in Nursing**
- 2:30 p.m. **Evaluation Q&A**

Continuing Education (CE)

St. John's College, Department of Continuing Education, is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

This educational activity has been awarded 5.5 contact hours.

The members of the planning committee report no apparent conflict of interest that could influence the content of this educational activity.

Products and services do not imply endorsement by St. John's College, Department of Continuing Education.

Participants must attend the entire program and return an evaluation form to receive the certificate of completion with contact hours.

Addressing the Critical Issues of Incivility in Nursing: Why Civility Matters

Monday, October 21, 2013

Name _____

Title _____

Employer _____

Address _____

City _____ State _____ ZIP _____

Daytime Phone (_____) _____

E-mail (required) _____

Please indicate any dietary restrictions:

- Vegetarian
- Gluten-free
- None
- Other _____

If you need any services identified in the American with Disabilities Act, please call (217) 814-5442 at least 10 days before the conference.

Registration fee:

- \$75
- \$40 for St. John's/HSHS colleagues

Payment:

If paying by check, make check payable to **St. John's College, Dept. of CE** and mail by October 11, 2013, with this form to:

Fumika Brudnak
St. John's College, Dept. of CE
729 E. Carpenter Street
Springfield, IL 62702

If paying by credit card, you can register online at stjohnscollegespringfield.edu and click on the links below. Please be sure to fully complete the registration and credit card information fields:

- Department of Continuing Education
- “Civility Workshop”