

Promoting a Culture of Civility Group Paper

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In the nursing profession, where the primary focus is patient care, it might seem unexpected for rudeness to occur. However, it's crucial to understand that healthcare interactions aren't always positive. Lateral violence, where colleagues, sometimes in similar roles, mistreat each other, can lead to a negative work environment that might hinder healthcare effectiveness (Vaughn & Snively, 2023). Incivility in the workplace can range from simple lapses in manners to outright hostility. Lateral violence often takes the form of undue criticism or attempts to sabotage a colleague's career. Addressing these challenges is paramount. Not only does it align with the ethical standards of nursing, but a harmonious workplace also ensures that patients receive the best care possible (Moudatsou et al., 2020).

New nurses often face incivility and lateral violence, primarily from seasoned colleagues. The American Nurses Association highlighted that around 85% of nurses experience incivility at some point in their careers (Ball, 2021). Especially susceptible are nursing students and freshly licensed nurses, finding themselves in clinical settings where bullying is sometimes overlooked or even normalized (Christie & Jones, 2013). These behaviors not only create a hostile environment but also lead to heightened stress, reduced job satisfaction, and rapid turnover within nursing ranks. The ripple effects disrupt trust and communication among colleagues (NurseTogether Editorial Team, 2023). With both physicians and fellow nurses sometimes perpetrating verbal abuse, the work atmosphere can become especially taxing (NurseTogether Editorial Team, 2023). Addressing these issues is vital for fostering a healthier workplace for all nursing professionals.

In the nursing field, a concerning majority, about 85%, face incivility, often from their experienced peers (Ball, 2021). This unkindness is notably prevalent among new nurses and

nursing students, sometimes becoming an overlooked norm in clinical settings (Christie & Jones, 2013). Such behaviors intensify stress, erode job satisfaction, and prompt higher turnover rates. It also hampers trust and effective team communication (NurseTogether Editorial Team, 2023). The presence of verbal abuse from doctors and fellow nurses further complicates the environment (NurseTogether Editorial Team, 2023). Addressing these challenges is crucial for a supportive nursing workspace.

To foster civility in nursing workplaces, organizations should establish clear policies against incivility, emphasize education on respectful communication, and promote a supportive environment (Ota et al., 2022). Individual nurses can further this culture by embracing empathy, active listening, and courteous interactions with peers. These combined efforts not only bolster teamwork but also elevate patient care. It's vital for organizations to both address negative behaviors and encourage nurses to communicate positively, seek assistance, and report any unprofessional conduct (Ota et al., 2022). This holistic approach prioritizes a respectful and efficient healthcare setting, ensuring that both professionals and patients thrive in an atmosphere of mutual respect and understanding.

New graduate nurses are particularly vulnerable to the effects of incivility and lateral violence during their initial transition into the profession (Blackstock et al., 2023). Tailored mentorship and support programs can offer these nurses a safe space for guidance and resilience-building. By promoting open dialogue, fostering professional growth, and emphasizing self-care, we can buffer against these negative influences. This not only aids their transition but also ensures a conducive work environment where new nurses can flourish in their roles (Blackstock et al., 2023).

Addressing incivility and lateral violence in nursing is a critical ethical obligation. These behaviors can erode the work environment, negatively impacting both nurses and patient care quality. By implementing strategies that promote civility and specifically supporting new graduate nurses with tailored mentorship, nursing environments can emphasize respect and collaboration. This not only enhances the workplace for healthcare professionals but also upholds the nursing profession's core principles and commitment to superior patient care.

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