CONCEPTUAL MODEL FOR FOSTERING CIVILITY IN NURSING EDUCATION

Based on empirical research, Dr. Clark developed a conceptual model to illustrate the intricate and complex “dance” of incivility and civility in nursing education. The large, oval circle depicts the reciprocal nature of faculty and student encounters. The center of the model displays a midpoint where high levels of faculty and student stress intersect. This high stress intersection is influenced by several factors including attitudes of student entitlement and faculty superiority, demanding student and faculty workloads, faculty balancing teaching acumen with clinical competence, technology overload, and a general lack of skills in managing conflict. While encounters between faculty and students occur constantly and consistently even when stress levels are low; however, when stress levels are heightened, the encounters can be more intense and may result in disruptive or threatening behaviors. These behaviors combined with heightened stress levels and ineffective coping may increase the potential for incivility and are displayed on the model. The double-sided arrow in the center of the model represents the dynamic continuum of ongoing opportunities for faculty and student engagement to prevent or deescalate a potentially volatile situation. The left side of the model illustrates an escalating spiral of incivility that may occur when remedies, encounters, and opportunities to resolve the conflict are missed, avoided, or poorly managed. When these omissions or avoidances occur, the result may be a culture of incivility. Conversely, the right side of the model illustrates how seizing, implementing, and managing opportunities for engagement and communication well, can lead to a culture of civility. When faculty and students work together to resolve conflict, the potential for the dance of civility is enhanced and a safer, more civil learning environment is created. Incivility, whether initiated by faculty, students, or by a combination of both, presents opportunities for engagement. When faculty and students effectively communicate and actively engage with one another, a culture of civility is fostered.