WAYNE STATE
College of Nursing

Student Town Hall
January 29, 2025

The mission of the College of Nursing is to... create and translate knowledge and to educate a diverse student body prepared to excel as clinicians, scholars, and leaders who improve health in local and global communities.

Town Hall Updates

1. Thank You!

2. Bragging Rights: US News

3. New classroom space

4. Bullying and Incivility

5. Upcoming Events

Thank You to our BSN Program Student Leaders!!

Student Leaders

Student Nurses Association

- **President:** Sanskriti Baranwal
- **Vice President:** Letisia Kape
- **Secretary:** Eanna Almerol
- **Treasurer:** Sara Maloney
- **Community Outreach Chair:** Ciarra Womack
- **Chief of Social Media:** Mansuran Rahman

SNA - Student Representatives

- **Trad Senior:** Tabia Promee
- **Trad Junior:** Chelsea Johnson
- **Trad Sophomore:** Anna-Maria Cucco
- **Trad Freshman:** Chloe Alkatib
- **CD2 Junior:** Antoinett Jackson

Student Leaders

Alpha Tau Delta

- **President:** Olivia Sherman
- **Vice President:** Sara Maloney
- **Social Media Chair:** Ande Mari Aldovino
- **Community Chair:** Sanyah Wilkes

Chi Eta Phi

- **President:** Fallon Norman
- **Vice President:** Chelsea Johnson
- **Secretary:** Adalia Norman
- **Chaplain:** Kelis Lewis
- **Treasurer:** Jourdan Geter-Adams

Student Leaders

College of Nursing Council

➢ **President:** Lucas Benz

➢ **Vice President:** Sanskriti Baranwal

➢ **Secretary:** Eanna Almerol

National Rankings: BSN

- #31 in U.S.

- +20 spots from 2023

- Top 5% of undergraduate nursing programs in the country
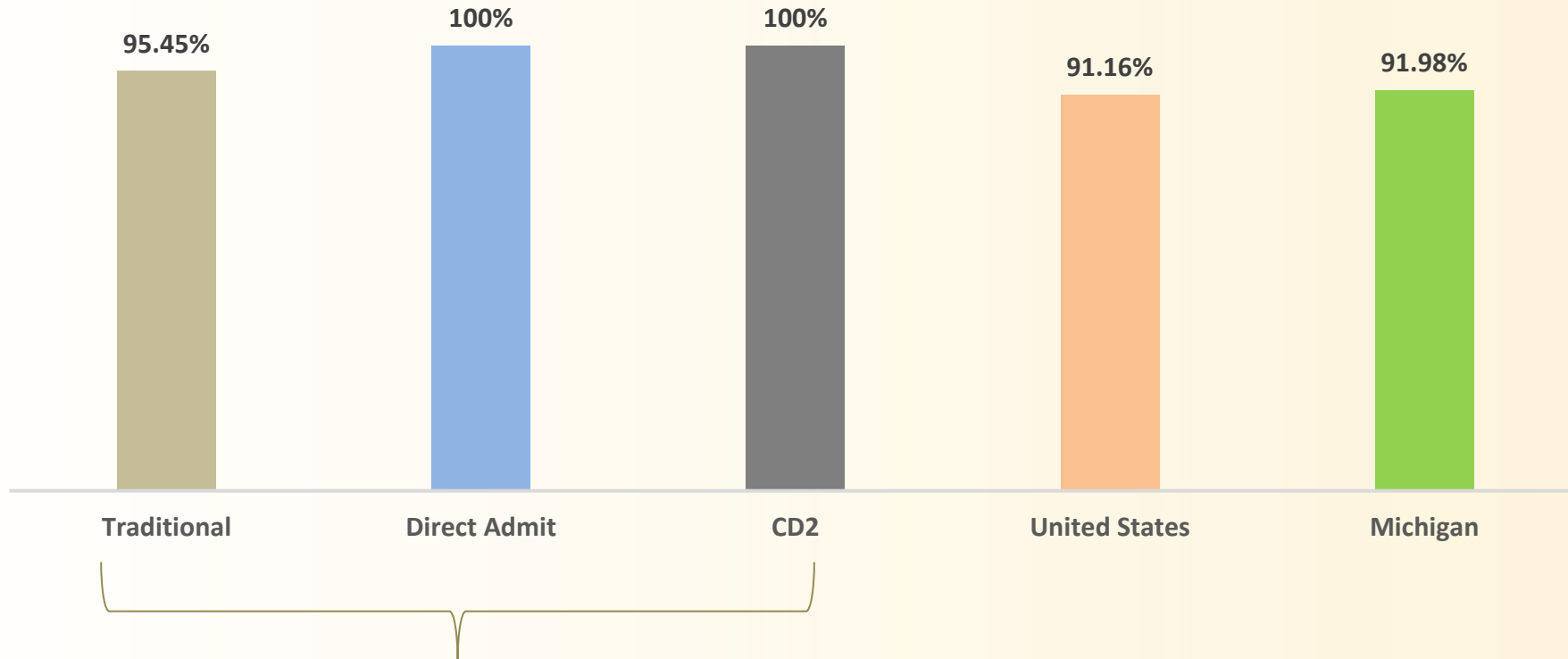
- Second-highest ranked BSN in Michigan

National Rankings: Graduate Programs

BEST GRAD SCHOOLS
U.S.News & WORLD REPORT
NURSING
MASTER'S DEGREE
2023-2024

MSN Program

#34 in U.S.

#2 in MI

BEST GRAD SCHOOLS
U.S.News & WORLD REPORT
NURSING
DOCTOR OF NURSING PRACTICE
2023-2024

DNP Program

#49 in U.S.

#2 in MI

Incivility and Bullying Defined

- The <u>American Nurses Association</u> defines incivility in nursing as "one or more rude, discourteous, or disrespectful actions that <u>may or may not</u> have a negative intent behind them." Incivility is considered a serious workplace issue in nursing, and it is every nurse's responsibility to do their part to help stop this type of behavior.

- According to some research, approximately <u>85% of nurses experience incivility</u> of some type. Unfortunately, the same research also indicates that experienced nurses are often the perpetrators!

- Bullying is... is the repeated, deliberate mistreatment of a person at work/or other location. This may involve hostile, intimidating, or offensive behavior. Workplace bullying is the persistent mistreatment of another person or people in the workplace. Bullying can include:
  - Verbal abuse, Threatening or intimidating behavior, Humiliation, Sabotage

- While the behaviors are similar, bullying and incivility in nursing are **not the same**. Incivility is usually not as extreme as bullying. They both can have dire consequences on the workplace environment and professional relationships.

What is Incivility in Nursing? (With Examples, Causes, & How to Address;
Workplace Bullying: How to Identify and Manage Bullying

Incivility in Nursing Practice

- **Incivility** was common among physicians (77%) and **nurses (65%)** and had both psychological and clinical outcomes, resulting in stress (97%), compromised patient safety (53%) and quality of care (72%), and errors (70%).
- **Root causes**: Heavy workload, passive leadership, nurse burnout, personality conflicts, poor communication skills, coworkers not pulling their weight, lack of respect

Subtle and Obvious signs of Incivility/Bullying

- **Subtle signs of workplace incivility and bullying a person can look out for <u>include</u>:**
  - **Deceit:** This may involve intentionally withholding the truth or giving a person the wrong information.
  - **Undermining work:** This could include deliberately delaying or sabotaging another person's work.
  - **Setting impossible or constantly changing expectations: Excessive criticism: Exclusion:** This might involve deliberately excluding a person from meetings or social functions.

- **Some more obvious examples of workplace :Incivility and bullying**
  - **Aggression:** A person may yell or exhibit anger in other ways, verbally or nonverbally.
  - **Threats:** This might involve threatening to fire a person or discipline them.
  - **Belittling:** An individual may persistently disparage a person or their work, opinions, or personal circumstances.
  - **Embarrassment:** This might include degrading or humiliating an employee publicly.
  - **Offensive communication:** This may involve using profanities, making demeaning jokes, spreading rumors or gossip, or engaging in verbal harassment.
  - **Blocking advancement or growth:** A person might inhibit another's progression in the organization.

Risks fo Incivility/Bullying

Mental health risks

A person experiencing bullying at work might experience an increase in the following:

- <u>stress</u>
- shame
- fear
- <u>self-esteem issues</u>
- anger
- confusion
- the mental health effects of being bullied may lead a person to develop conditions such as <u>depression</u> and <u>anxiety</u>.

Physical health risks

Workplace bullying can also have physical effects, such as:

- <u>headaches</u>
- <u>difficulty sleeping</u>
- <u>gastrointestinal issues</u>
- <u>high blood pressure</u>
- job performance

How to cope with workplace incivility and bullying

A person experiencing workplace bullying can take several steps to help protect themselves.

Setting boundaries

- Bullying can involve breaking emotional and physical boundaries.
- Setting and enforcing personal boundaries in the event of workplace bullying <u>can include</u>:
  - asking a person to take a step back if they stand too close
  - using a physical boundary, such as a desk, to maintain some physical space
  - putting a stop to conversations that feel invasive

Self-care

- Workplace bullying can harm a person's mental, emotional, and social well-being. Self-care <u>may help a trusted source manage any physical or mental health effects a person experiences</u>.

Confronting behavior

- Sometimes, people do not realize they are demonstrating bullying behaviors. Talking with them <u>may help</u> them realize they are causing harm.
- It <u>may help</u> to tell the person whose behavior is unacceptable and ask them to stop. The person experiencing the bullying may wish to ask a trusted person, such as a supervisor or union member, to be present for this conversation.

Making a formal complaint

- A person may wish to make a formal complaint about bullying with management or HR. The organization may have a grievance procedure that the person will need to follow.
- It <u>may help</u> to keep a record or diary of bullying experiences as they occur. This may become useful if a person decides to make a formal complaint or take further action later.

What employers can do about workplace bullying/incivility

There are several steps employers can take to confront workplace incivility/bullying, including:

- educating employees about incivility/bullying behavior

- encouraging employees to report any incivility/bullying

- having an open-door policy for discussing employee concerns

- taking any complaints of incivility/bullying seriously and investigating appropriately

- addressing any confirmed examples of incivility/bullying

CON Policy for Bullying and Incivility

If an incident occurs, the incident form will be routed to the appropriate individual.

- Undergraduate Student: Director of Undergraduate Programs
- Graduate Student (GC, MSN, DNP): Director of Graduate Programs
- PhD Student: Director of PhD Programs

The CON incivility policy and link for reporting incivility can be found on the CON website under "Students," then "Forms and Handbooks," and finally, "All Students." https://nursing.wayne.edu/students/forms

Reference

American Nurses Association. (2015). *Incivility, bullying, and workplace violence* [Position statement]. ANA. https://www.nursingworld.org/practice-policy/nursing-excellence/official-position-statements/id/incivility-bullying-and-workplace-violence/

Questions