

107-O & 116-O

The Cs of Excellence: Courtesy, Civility, and Collegiality

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Upon completion of this course, the participant will be able to:

1. Define the terms courtesy, civility, and collegiality as related to the health care system;
2. Explore the relationship between nursing civility/collegiality and the organizational performance; and
3. Identify two strategies to support a positive workplace environment.

- I. Define in Terms of the Nursing Environment
 - A. Courtesy
 - B. Civility
 - C. Collegiality
- II. Negativism in the Work Environment
 - A. Exodus of nurses
 - B. Dysfunctional (toxic) behaviors
 - C. Effects on patients and patient safety
- III. Strategies to Change the Workplace Environment
 - A. Acknowledgement of the problem
 - B. Define behavioral expectations
 - C. Recognition and reward of change
 - D. Short- and long-term outcomes
 1. Retention and recruitment
 2. Patient satisfaction
 3. Safe environment

Resources:

- Bordiak, S. (2007). Listen up. Times have changed but the need for courtesy has not. *Nursing Times*, 103(32), 12.
- Duddle, M. (n.d). Development and psychometric testing of the Nursing Workplace Relational Environment Scale (NWRES). *Journal of Clinical Nursing*, 18(6), 902–909.
- Laschinger, H., Finegan, J., & Piotr, W. (2009). New graduate burnout: The impact of professional practice environment, workplace civility, and empowerment. *Nursing Economics*, 27(6), 377.
- Rau-Foster, M. (2004). Workplace civility and staff retention. *Nephrology Nursing Journal*, 31(6), 702.



ENA Leadership Conference 2010

February 17-21, 2010

Chicago, IL