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AN EXAMINATION OF COGNITIVE REHEARSAL TO ASSIST NURSING
STUDENTS WITH UNCIVIL BEHAVIORS

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NO SPONSOR

- Objectives:
- Define Uncivil Behavior or Lateral Violence (behavior used to devalue) (Griffin & Clark, 2014)
- Define Cognitive Rehearsal in nursing (Specific phrases during uncivil encounters, Griffin & Clark, 2014)
- Define the mnemonic of the Left Hand and the Right Hand in this discussion of Incivility in Nursing

INTRODUCTION

- Incivility is a threat to nurse safety. Student nurses are vulnerable (Griffin, 2004)
- Incivility interferes with student nurses learning may result in leaving the profession (Bond, 2009)
- Teaching Cognitive Rehearsal may assist student nurses with responses against uncivil behavior (Griffin & Clark, 2014)

NURSING THEORY: EXPLAINS NURSING PRACTICE

- Dr. Paulo Freire's Oppression Theory(1921- 1977, Life) Oppressor has dominate power. Individuals are objects, Emotional dependence(Freire, 1970)
- Dr Jean Watson's Theory of Human Caring (1975-1979, Theory) Caring moments. Care should extend beyond patient care (Andrist, Nicholas, Wolf, 2006)

COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE (GRIFFIN, 2004)

- 1. Nonverbal Innuendo (eyebrow raising, face-making) Is there something you want to say to me?
- 2. Verbal affront: snide remarks. Clear directions, positive outcomes.
- 3. Undermining activities(not available) Help me understand how this situation happened?
- 4. Withholding information (practice or patient) Information affects behavior.

COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE, (GRIFFIN, 2004)

- 5. Sabotage(setting up a negative situation). Could we meet in private and explore what happened?
- 6. Infighting(bickering with peers) Avoid conflict discussions in non-private places.
- 7. Scapegoating(attributing all that goes wrong with one individual).
- 8. Backstabbing: (complaining to others about an individual and not speaking to the individual)

COGNITIVE REHEARSAL: 10 FREQUENT FORMS OF LATERAL VIOLENCE IN NURSING PRACTICE, (GRIFFIN, 2004)

- 9. Failure to respect privacy (It bothers me to talk about the situation without their permission.
- 10. Broken confidences: (Wasn't that said in confidence?

A NURSE'S TALE

A Personal Uncivil Account

- Withheld Information
- Undermining activities -Unavailable
- Non verbal innuendo
- Verbal affront
- Sabotage

NEW THEORY: THE THEORY OF NURSE CARING

Extends beyond patient caring

Includes Self-care, Peer-care,
Patient-care (SPP)

3 Nursing Duties:

Build and maintain nursing
infrastructure

Self-nurse & Peer-Nurse = Nurse
preservation

Offer patients comf-care

- Comf-Care: Offers comfort and health skills from nurse to patients.
- If a self-nurse and a peer-nurse work as a team. Patient Care = Optimal level of care.

SUMMARY

- Incivility among nursing student does exist (Griffin & Clark, 2014)
- Nursing students hold oppressed attitudes to uncivil behavior(Embree, Bruner & White, 2013).
- Cognitive rehearsal showed a difference existed between nursing students pretest and posttest scores.
- Learning to communicate effectively with cognitive rehearsal improves nurse attitudes (Griffin & Clark, 2014),
- Cognitive rehearsal reduced incidence and reoccurrence: improved overall patient outcomes(Griffin & Clark, 2014)

CONCLUSION: HANDS OF MEMORY

- LEFT HAND: communicate
 - Listen
 - Talk
 - Empathic
- RIGHT HAND: Action
 - Engage
 - Offer solutions
 - Brain Storm: Work together to find a solution

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