

Alternative Issues to address using this simulation

What can a nurse manager do to prevent such behavior on their unit?

How can a nurse manager intervene when conflict arises on the unit?

What factors have encouraged uncivil behavior in the profession of nursing?

What policies can be put in place by an institution to encourage a civil working environment?

How can lateral violence, such as addressed in this simulation, affect patient care? Patient satisfaction?

Does it feel comfortable to have a conversation concerning conflict? Did it feel comfortable and natural to use the DESC tool?

How might you gain confidence and comfort in engaging in difficult conversations?

What are the consequences to nurses personally, the unit as a working community and the hospital as it attempts to meet institution goals that may be affected by lateral violence?

Does your institution have a zero tolerance policy for uncivil behavior? Is it enforced? Why or why not? What can you do as an individual, as a group, as an institution to reinforce the policy and promote its tenants?

Take the conflict styles assessment at: <http://www.buildingpeace.org/conflict-styles>

What is the style of conflict you most gravitate to using? What do you think is the style of your
a) significant other b) your co-workers? How do you think this could affect your interaction with them?