Taking Aim: Remote Teaching Challenges

Week #5 – Creating Civility and Community in Turbulent Times

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Cynthia Clark, PhD, RN, ANEF, FAAN
Greetings and Gratitude!

Thank You

Welcome

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Today’s Objectives

- Discuss stressors affecting faculty and students during the COVID-19 pandemic and explore their impact.
- Examine wellness and healthy coping strategies to create calm and resilience.
- Describe the relationship between stress and incivility.
- Explore the vital role that nurse leaders and educators play in fostering civility and creating healthy work environments in nursing education.
Nursing Response to COVID-19
STRESS DURING COVID-19

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Detrimental Impact of Stress
Inexplicable Link Between Stress and Incivility
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Thoughts Influence Feelings

Cognitive Behavioral Therapy

Behaviors Influence Thoughts

Feelings Influence Behavior

Change or Interrupt Negative or Harmful Thoughts
The Power of Self-Affirmations

- I can get through tough times because I’ve done it before.
- It’s OK that yesterday wasn’t ideal, I’m ready to try something different to problem-solve the situation today.
- Even though this pandemic wasn’t in our plan, we’ll make new plans and discover the future together.
- We’re creating new ‘best practices’ that will revolutionize nursing education.
- Today will surely bring new challenges and unexpected wins, and I’m ready for both.
6th week home, and the Clark pets couldn’t be happier!
Take Care of Yourself and Loved Ones
- Civility is a choice—a decision we make every day with each encounter and interaction.
- Respect for the dignity, perspectives, and well-being of self and others.
- Requires time, presence, meaningful engagement, and an intention to seek common ground.
One who consistently models the attributes and qualities of a civil, respectful person, exhibits honorable character, and demonstrates responsible citizenship.

Clark, 2019
A crucial measure of our success in life is the way we treat one another every day of our lives.

P.M. Forni
A leader is one who knows the way, goes the way, and shows the way.  

John C. Maxwell
Building a Thriving Workplace Culture

Focus on mission, purpose, shared values
Collaborate across the academic/practice ecosystem
Build trust, meaningful connections, and psychological safety
- Check-ins with all team members: Share the gift of time
  - Individually and collectively
- Express concern for safety and well-being
- Use multiple-methods for listening and communicating
  - Take action based on the feedback
- Provide support, resources, and meaningful recognition

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Taking Aim: Remote Teaching Challenges
Mission Statement: Exemplar

To create and sustain a campus culture that reflects civility, inclusion, and diversity—and affirms the value of all members of the campus community.
VALUES!

- Academic Excellence
- Service to the Community
- Global Citizenship and Social Justice
- Inclusion and Diversity
- Integrity and Accountability
- Civility and Respect
- Collaboration and Connectedness
Civility Pledge—Commitment or Charter

All members of the nursing program commit to fostering a healthy work and learning environment that promotes respect, teamwork, professionalism, and inclusion. We pledge to abide by our vision, mission, shared values, and team norms and to communicate and interact with civility, professionalism, and respect. When we disagree, we will restrict our differences to the issue itself while continuing to respect the person with whom we disagree.
To fulfill our Civility Pledge, we agree to abide by and be accountable for the following norms

- Assume goodwill and best intentions
- Be respectful in our interactions
- Use direct communication
- Model professionalism, civility, and ethical conduct
- Listen carefully with intention to understand
- Honor and respect diversity and inclusivity
- Welcome and seek other points of view
- Hold self and others accountable for following norms
When we die, they will summarize our entire life in one sentence and carve it into a piece of stone.

John C. Maxwell
Power of Civil Communication and Supportive Conversation
Stress from incivility and other pandemic-associated issues can test our patience and civil nature.
Work-Related Questions

- How would you describe your level of energy these days?
- Have you been able to take time for yourself?
- What aspects of your work are you finding particularly challenging?
- What support or resources do you need to complete your work?
- How clear are you about our current and future program goals?
- If things are confusing, what would help clarify your understanding?
- How would you describe my leadership style? Am I checking-in too frequently—not frequently enough?
- How can we help you do your best work while we’re remote?
Code words, slogans, catch phrases to address uncivil situations

That’s not who we are…
That’s not how we roll…
We’re better than this…
Alice, a faculty member is feeling stressed, apprehensive, and inept about learning new technologies to deliver course content in a virtual environment. She’s upset and frustrated and states, “This is ridiculous, I can’t stand learning this new technology—I’m so over it, I’m out of here”.
Alice, I can only imagine how challenging it must be to learn new ways of delivering your course—especially at such a rapid pace. Please know that we are doing our best to provide you with essential resources and support to ease this transition. Let’s talk about specific resources you might need to transition your course into a virtual format.
Beth is a nursing student feeling stressed, overwhelmed, and worried about completing course assignments on time while homeschooling her children, caring for aging parents, and working part time as a CNA in a long-term care facility. She sends an e-mail stating, “Your class assignments are so lame—they make absolutely no sense. I just want to be done with this class.”
Beth, I’d like to talk with you about how you’re doing. I realize you have a lot on your plate, and I’m concerned about you. I want you to know that I’m here offer support. It’s a difficult time, and perhaps talking about it might help. Let’s talk about the resources you need to be successful in the course.
Pandemic as Teacher
Reimagine Everything
"I shall pass this way but once; any good that I can do or any kindness I can show to any human being; let me do it now."

Etienne de Grellet
Final Thoughts

Reflections
Thank you for joining us!

The webinar recording will be posted on the Coronavirus Resource Center within two business days.

Thank you to our speaker!