

Is There a Relationship Between Emotional Intelligence Training in Pre-licensure Nursing Students and Their Ability to Cope with Uncivil Behavior?

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Introduction to the Clinical Question:

Could providing pre-licensure nursing students with emotional intelligence (EI) training correlate to the student's ability to cope with uncivil behavior?

Background Information:

There has been a steady increase in reports of uncivil behavior among nurses and interdisciplinary staff. Uncivil behavior results in rising mental health concerns. Professional nurses' uncivil behavior victimizes nursing students during clinical rotations causing some to quit nursing school. Attrition of nurses in the profession coupled with staff shortages and COVID-19 have increased the incidents of uncivil behavior.

Significance of the Clinical Problem:

Increased stressors (staffing shortages, sicker patients, expanding workloads, role conflict, etc.) are catalysts for frustration and uncivil behavior. Uncivil behavior leads to increased costs for healthcare facilities and unsafe conditions for patients. EI has been investigated as a possible solution to reduce uncivil behavior. EI builds high reliability teams to provide safe, effective, and efficient patient care.

Theoretical Framework:

Lazarus and Folkman (1993) developed a stress and coping theory; their framework will be used to structure a research study.

Methods:

A thorough literature review was conducted used CINAHL, ClinicalKey nursing, and EBSCO using the Boolean modifiers, "AND" and "OR". There are conflicting results of historical research justifying the need for more research.

Results:

The researcher expects to find that adding EI training to pre-licensure curriculum will help students cope more effectively with uncivil behavior observed or felt during clinical rotations.

Recommendations for Nursing Science:

Changes in the practice need to be implemented immediately. Uncivil behavior is addressed in the nursing scope and standards as approved by the American Nurses Association (ANA) as behavior that should not be tolerated. Despite this, uncivil behavior has increased while uncivil acts are escalating in severity and becoming more violent, putting patient safety at risk. Nursing leadership needs to enact their own policies to "stop the behaviors" by creating a culture of safety in healthcare facilities.