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Powerful change can happen when healthcare professionals stand together and amplify the dialogue of civility.

Incivility and other workplace aggressions have a significant impact on the lives of healthcare professionals, faculty, and students, as well as the patients and families in their care. Incivility in academic and practice environments can provoke uncertainty and self-doubt, weaken self-confidence, and cause detrimental and lasting effects on individuals, teams, and organizations. These behaviors can fracture relationships and result in life-threatening mistakes, preventable complications, harm, or even the death of a patient.

In *Core Competencies of Civility in Nursing & Healthcare*, Cynthia Clark—a nurse-leader dedicated to organizational change and an unwavering advocate for civility and dignity for all—provides an abundance of practical solutions to create and sustain communities of civility, diversity, inclusion, and respect in academic and healthcare environments. Using a wealth of evidence-based interventions, hands-on tools, and scholarly resources, this book expands current thinking on the topic of civility to create and support healthy, productive work and learning environments for the benefit of all.

CYNTHIA CLARK, PhD, RN, ANEF, FAAN, is founder of Civility Matters and Professor Emeritus at Boise State University. She is an international leader in fostering civility and healthy work environments around the globe, and her groundbreaking work on fostering civility has brought national and international attention to the controversial issues of incivility in academic and work environments.



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“Once again, Dr. Clark has given us a gift. Through the use of personal stories, tools, visuals, examples, research data, ideas for personal reflections, extensive resources, an engaging writing style, and a positive approach, she helps the reader more deeply understand the concept of civility. This ‘must-read’ book acknowledges that civility is a choice and offers thoughtful, insightful, and realistic approaches individuals, teams, and organizations can use to co-create cultures of civility characterized by equity, inclusion, and belonging.”

—Theresa M. “Terry” Valiga, EdD,
RN, CNE, ANEF, FAAN
Professor Emerita
Duke University School of Nursing

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Clark



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