Reducing Incivility in the Workplace: Results of a Three-Part Educational Intervention

1. Acts of incivility include all of the following except:
   A. Force, power, or threats used against another.
   B. Withholding patient information.
   C. Eye rolling.
   D. Speaking in a very strong voice.

2. Although it is difficult to attach a specific number to the prevalence of incivility in health care, Johnson and Rea (2009), and Simons (2008) found bullying among nursing staff to be in the approximate range of:
   A. 10 to 20%.
   B. 20 to 30%.
   C. 35 to 45%.
   D. > 50%.

3. Workplace incivility occurs:
   A. Primarily in the United States.
   B. Mostly in English-speaking countries.
   C. Where the nursing population is predominantly female.
   D. Worldwide.

4. Interest in undertaking this study was generated by:
   A. Nurse managers.
   B. Administrators.
   C. Staff nurses.
   C. Human resources.

5. Individuals at greatest risk for incivility include:
   A. Nurses working in intensive care units.
   B. Those belonging to minority groups.
   C. New members of the profession.
   D. Licensed practical nurses.

6. An educational strategy used in the study was:
   A. Take-home assignments.
   B. Simulation exercises.
   C. Minute papers.
   D. The flipped classroom.

7. Nurses can create a healthier workplace by:
   A. Ignoring uncivil acts when they occur.
   B. Avoiding dealings with toxic people.
   C. Modeling healthy workplace interactions.
   D. Implementing stress management strategies.

8. The theoretical framework for the study featured which concept?
   A. Personal and environmental factors are hard to control.
   B. Feelings of worth are motivating sources of action.
   C. Social factors are easier to manipulate than environmental conditions.
   D. It is very difficult to unlearn behaviors.
9. A strategy that is useful in reducing the incidence of uncivil acts is to:
   A. Hire only experienced nurses.
   B. Assign work to teams.
   C. Enhance staff awareness of the problem.
   D. Limit the use of overtime.

10. A key to the success of the study was:
    A. Involving all of the nursing and support staff.
    B. Excluding all medical staff.

11. The positive impacts of the educational strategies can be sustained by:
    A. Screening job applicants more carefully.
    B. Providing periodic discussions during staff meetings.
    C. Mandating a leave of absence for offenders.
    D. Posting reminder signs around the unit.

CNE QUIZ ANSWERS

1. D  7. C
2. B  8. B
3. D  9. C
4. A  10. A
5. C  11. B
6. B