

A. Name of the webinar: Preventing Incivility: Proactive Solutions for the Classroom and Beyond**B. Provide a concise overview of the webinar.**

The NurseTim webinar started with discussing conflict and how it can lead to incivility. Grainger (n.d.) explained that when conflict is not resolved as we expect, it can have poor outcomes. Grainger (n.d.) discusses his process of how to address a situation like conflict, which is built off the mnemonic of the word process. Using the steps of Grainger's process is to pause, research, observe, contextualize, evaluate, specify, and summarize. This process can be beneficial to working through conflict to achieve a good outcome.

C. Briefly define salient points of the presentation that stood out to you.

One point that immediately stood out to me was the process itself. The initial step of pause, I feel, is one of the most important of all of the steps because it allows you to take that moment to stop and think about the situation before saying or acting in a manner that could worsen what the conflict is. Some of us avoid conflict as well or perhaps do not want to worsen a situation in order to maintain the peace so to speak. If we, no matter if we are avoiders of conflict or not, took the time to pause and reflect, it may allow for a different perspective on the situation. Research was also an important element to finding if in fact there is another way to look at an issue and to gather all the facts about what may be causing a conflict.

Grainger (n.d.) also discussed how working together builds teamwork and can help reduce the amount of conflict and incivility on a team overall. In order to achieve working together, it is important to have a process in place that helps the team work through conflicts together. In one of the classes I currently teach, we examine the impact of each of our own personalities and how it affects conflict. The class takes a personality test to help determine which personality they are, and as a class, we discuss the results together and how different personalities can approach conflict in different ways (or avoid all together). As Grainger (n.d.) discussed teamwork and how working through conflict can build up a team, I thought of that personality test exercise because the more you work through conflict together as a team, the more you recognize about one another and how each of you react, which can strengthen relationships, thus making conflict a little less difficult to deal with and resolutions occur easier.

D. What are further questions (if any) that you have regarding this topic that you have after viewing this presentation?

For those of us who do avoid conflict, what are some ways we can approach instead of simply avoiding it? Grainger's process of dealing with conflict was beneficial, but even with all the facts at times, conflict is difficult to approach for many of us.

E. Describe how the topic of this webinar will or will not be relevant or applicable to your role as a future nurse educator.

Working on conflict and resolving conflict continues to be part of my leadership plan and how I want to grow as a nurse educator. Hard subjects and matters arise with students and pose difficult situations to work through. I feel that the process and tips Grainger provided in the webinar are more tools to add to my arsenal of working through conflict and having difficult conversations. Dinkins discussed this in the chapter she wrote as part of the Sorrell and Cangelosi (2016) text in how nurse educators teaching today need to take on the responsibility of

being both a stingray and a gadfly but in a nurturing, caring manner. Having proper tools to tackle conflict as Grainger (n.d.) presented are one way we can be prepared as nurse educators to take on conflict and those difficult moments of having to be a stingray and gadfly.

F. Other comments: (optional) None

References

Grainger, J. (n.d.). Preventing incivility: Proactive solutions for the classroom and beyond [Webinar]. In *NurseTim Incorporated*. Retrieved from <https://nursetim.com/dashboard/webinar/1OCAARGKcG0=>

Sorrell, J. M., & Cangelosi, P. R. (2016). *Expert clinician to novice nurse educator: Learning from first-hand narratives*. New York: Springer Publishing Company.