Dealing with challenging behaviors (incivility) in medical sciences students: a review study

Mostafa Rad[1], Marzie Torkmannejad Sabzevari[2], Hossein Karimi Moonaghi [3, 4]

1. Assistant Professor, Faculty of Nursing and Midwifery School, Sabzevar University of Medical Sciences, Sabzevar, Iran
2. Marzie Torkmannejad Sabzevari, Master Science in Midwifery, Sabzevar University of Medical Sciences, Sabzevar, Iran
3. Medical-Surgical Department, Faculty of Nursing and Midwifery, Mashhad, Iran
4. Associate Professor, Medical Education Department, Mashhad University of Medical Sciences, Mashhad, Iran

[*]Corresponding Address: Department of Medical- Surgical Nursing, School of Nursing and Midwifery, EbneSina Avenue, Mashhad, Iran. Tel: +98 51 38591511; Fax: +98 51 38597313.

Email:karimih2001@yahoo.com

Abstract

Background & Aim: Students' challenging behaviors lead to disruption in teaching and learning process, lecturers' burnout and spreading these behaviors to the workplace. The aim of this study is to introduce challenging behaviors, causes and management strategies.

Methods: In this study, relevant literatures were obtained using Persian and English databases with key words such as "challenging behaviors", "uncivil behaviors", "challenging behavior in students and lecturers" and "rude and insolent students".

Results: Strategies to help lecturers to reduce challenging behaviors are as follows: "development of efficient communication and interpersonal skills for better understanding of students' viewpoints", "setting clear course expectations which are consistent with course objectives and evaluation", "appropriate feedback of teaching and learning during the term, "creating collaborative learning environments and interactive management of classroom", "respectful response to student's conflicts instead of harsh response", "inquiring into the complaints and immediate investigation based on their priorities".

Conclusion: It is recommended to do preventive measures in order to control uncivil behaviors. Appropriate classroom management will decrease many of the problems in the future.

Keywords: challenging behaviors, medical sciences, management, incivility

[Downloaded from jms.thums.ac.ir on 2024-10-12]