BULLYING IN THE WORKPLACE: CAN WE TALK?

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ADVANCE JOB FAIR
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AGENDA

- Warm-up activity
- Definition & Terms
- A few statistics
- Large group brainstorm questions
- Case Scenario
- How individuals and leaders can help
- Websites
- Q & A
OBJECTIVES

• Increase awareness regarding the impact of bullying among healthcare professionals on safe, quality care, patient experience and staff morale.

• Discuss the challenges and opportunities that healthcare professionals face in transforming toxic workplace dynamics into safe cultures.

• Apply communication strategies to promote a thriving workplace culture
WARM-UP ACTIVITY
“I AM”

Please take a piece of paper and write:

I am __________________

I am __________________

I am __________________

I am __________________
Then fill in the blanks with something you feel comfortable sharing with a few people in this workshop. For instance:

- I am excited to be here with you.
- I am looking forward to June Fabre’s talk on “Moral Courage”
- I am hoping you’ll enjoy this workshop and get lots of great job leads at this fair!
SHARE YOUR “I AMS”

• 5-10 min exchanging “I am” with two people and make sure that one of them is someone you don’t know!
DEFINITION

Bullying: From Merriam-Webster Dictionary

• To treat abusively
• To affect by means of force or coersion
MANY TERMS FOR WORKPLACE VIOLENCE

- Covert or overt abuse
- Disruptive behavior
- Horizontal or vertical violence
- Incivility
- Interactive Workplace Trauma (IWPT)
- Unprofessional behavior
- Poor conduct
- Aggressive, passive-aggressive, or passive behavior
COMPELLING STATISTICS

• Up to 97% of nurses experience verbal abuse.

• Verbal abuse contributes to up to 24% of staff turnover, 42% of nurse administrator turnover.

• Up to 60% of new nurses leave their first professional position within 6 months because of lateral violence. 20% of these leave the practice of nursing forever.

• 98% of physicians & nurses have witnessed behavior problems with colleagues over the previous year.
BRAINSTORMING
1. What are some examples of bullying in the workplace?
2. WHO OR WHAT PEOPLE ARE GUILTY OF SHOWING SIGNS OF BULLYING BEHAVIOR?
3. What are some consequences of bullying in healthcare settings?
4. What are some contributing factors that lead to bullying behavior?
5. What challenges do we face in eliminating bullying from healthcare settings?
CASE SCENARIO

Connie is 51 years old. She has been a nurse for over 25 years and an ED nurse for 15 of them. She recently moved and accepted a position as a Staff ED RN in a big city hospital.

During her first two months, Connie felt ignored, excluded, undermined and bullied.

One nurse, Leah, seemed to have a lot of informal power with the rest of the staff and Connie felt uneasy when working with her. Connie thought about talking with Leah, but hated the idea of confronting her.
CASE SCENARIO CON’T

One afternoon, Connie was reluctant to go on meal break because she suspected one of her patients was bleeding internally. She had questioned the physician about ordering bloodwork. He hadn’t acknowledged her question, but he had ordered a stat H & H.

Leah was the only nurse available to cover for Connie and told her she should go to lunch. She promised to keep an eye out for the labs.

Half way through lunch, Connie heard the Code and raced back in time to see the patient being whisked off to the OR.
The physician yelled at Connie for not reporting the labs right away.

Leah smirked, shrugged her shoulders and said, “The lab just called”.

Connie noticed Leah and the Unit Coordinator exchange a glance that made her wonder.

When Connie spoke to the Nurse Manager, she was told that she shouldn’t be so sensitive and that Leah was an excellent clinician.

Connie began to dread work, old symptoms of IBS had returned and she began to look at other job possibilities.
WHAT IS GOING ON?
FINAL BRAINSTORM QUESTION
6. What does respectful communication look like?
HOW CAN INDIVIDUALS HELP?

• Raise awareness
• Practice respectful communication
• Don’t add to the problem
• Get support
• Self-care
HOW CAN LEADERS HELP?

• Whole System Assessment & Plan
• Professional Coaching for Individuals
• Communication skills training
• Opportunities for Practice
• Clear expectations and role modeling
• Enforce new ways
GREAT WEBSITES

- Confidentvoices.com
- Embracingcivility.com
- Mindingtheworkplace.com
- Physicianandisruptivebehavior.com
- Rtconnections.com

Many books, articles, links at these websites!
Thank you for participating and working to make healthcare settings more positive!

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