



## What you will learn...

**Recognize** the difference between bullying, incivility, and someone just having a bad day.

**Explore** simple confronting techniques to stop disruptive behaviors in the moment

**Identify** three strategies to cultivate a nurturing, supportive, and professional work environment.



## Why is bullying so prevalent in healthcare?

- Stressful work environment
- Female dominated profession
- Hierarchy



## Why does bullying continue?

- Normalize behaviors
- Fear of retaliation
- Use silence as a strategy

## Overt

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- Public criticism
- Threats
- Ethnic jokes or slurs
- Blaming
- Silent treatment



## COVERT

Withholding information  
Exclusion  
Sabotaging  
Backstabbing  
Unfair assignments

Is It...

Bullying, Incivility or...



a Bad Day?

Let's get clear...

**Bullying** – repeated patterns of disruptive behavior with the conscious or unconscious attempt to do harm.

- Targeted
- Harmful
- Repeated





## Let's get clear...

**Incivility** – low levels of unprofessional or rude behaviors and general lack of respect for others.



## Strategies to Eliminate Bullying & Incivility







## **Skill Development**



**Confront**  
Bad Behaviors



## Name it

*I just saw you roll your eyes at Kim.  
You're yelling at Candice in front of  
people.  
You just called me a stupid moron.  
You're huffing and puffing...*



## Speak it

Assertive communication

- Honest
- Respectful





## Script it

*Help me to understand...*

*I'm not sure you're aware of this...*

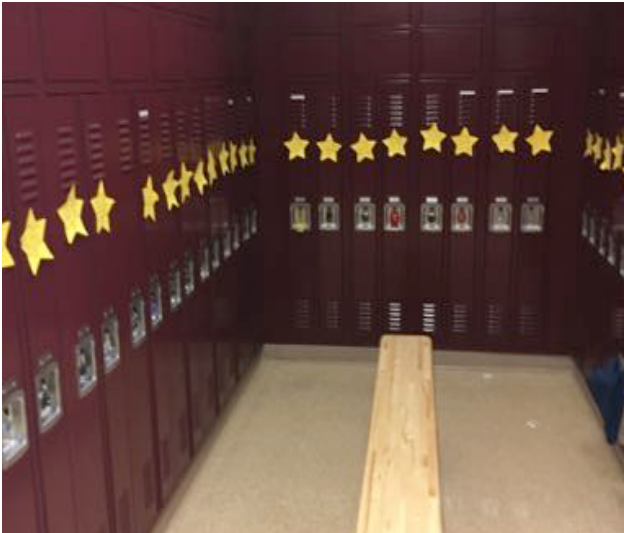
*I'm not willing to respond to that.*

*I'm offended by that comment.*



# What else can we do?

# It Takes One...



**Become** a better role model





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