

Eradicating Disruptive Behaviors Scripts for Healthcare Leaders

Far too many incidences of disruptive behavior go unchecked by Healthcare Leaders. Without clear guidelines on how to address these issues, many Leaders let it slide or simply go silent. What we all know is ... that doesn't work.

The secret, therefore, is to prepare ahead of time using scripting techniques. The following list represents common situations and how best to respond:

When you need to talk to your employee about their disruptive behavior and want to minimize their defensiveness:

"Help me to understand ..."

"... why you are assigning the newest nurses the toughest assignments (and then provide specifics)."

"... what happened last night. I was told ..."

When your employee keeps coming to you complaining about his or her coworkers:

"Have you shared this with him (or her)?"

"How does this impact your work?"

"Is this your opinion or do you have other evidence?"

When you have an employee who is clinically excellent but is a disruptive force on your unit:

"You are clinically competent but the way you treat people is not okay."

When you actually observe disruptive behavior and need to talk to your employee about it:

"I witnessed you ..."

"... stomping down the hallway when you saw your assignment."

When you want to reinforce behavioral expectations:

"Can I count on you to ..."

"... never curse again at the nurses' station."

"... never stomp about and yell when things don't go your way."

When you need to talk with your employee about their behavior:

"I'm concerned about ..."

"... the way you react any time you get an admission."

"... how you treat new employees."

"I'm not sure you're aware that sometimes you come across as being ..."

"... unapproachable, intimidating, abrasive, etc."

"It's been brought to my attention that ..."

"The way we treat each other is just as important as the care we provide."

- Renee Thompson

Note: *It's important that you add specific examples to these scripts.*

For example, if you have an employee who curses at the nurses' station, you would say, "It's been brought to my attention that you've been cursing in the nurses' station where patients and families can hear you. I believe this to be true."

For more great resources and next steps to creating a professional workforce by eradicating bullying and incivility visit our full portfolio of services at HealthyWorkforceInstitute.com.