

Title: *Enough! Eradicate Bullying and Incivility in Healthcare: Practical Strategies for Leaders*

Description:

Bullying and incivility are on the rise and without an intervention, most likely to continue. According to the AONL Joslin Insight study, the number one factor impacting psychological safety is incivility. A recent SHRM study showed that 53% of workers who experienced or witnessed incivility reported negative mental health impacts. Workers who lack leadership support after incidents were 48% more likely to consider leaving their jobs. Numerous additional studies show the critical role nurse leaders have in addressing these issues, however, often we find that leaders are not equipped and therefore, aren't holding team members accountable for professional conduct. As a result, leaders are experiencing increased burnout and stress leading to leadership turnover.

Enough is enough! Addressing bullying and incivility aren't a "nice to do" – they are a "need to do."

In this interactive workshop, healthcare leaders will be introduced to a suite of practical tools and actionable strategies designed for immediate application. Participants will explore methods to recognize bullying, and incivility, and learn how to intervene effectively. This interactive session will incorporate real-world scenarios and evidence-based practices that empower leaders to create a safer, more supportive work environment.

When leaders are equipped with the knowledge, skills, tools, and confidence to address disruptive behaviors, team members are more engaged and they stay. This workshop is an essential step toward transforming healthcare settings into environments where every team member is empowered to contribute to a professional and respectful workplace.

Outcomes:

Upon completion of this workshop, participants will:

1. Discover behaviors that undermine a culture of safety and respect.
2. Distinguish the differences between bullying, incivility, and someone having a bad day.
3. Summarize how successful healthcare leaders eliminate disruptive behaviors.
4. Generalize three proven strategies to cultivate a professional and respectful work environment.