What is Workplace Bullying?

1. A form of psychological violence
2. Involves hostile and unethical communication
3. Systematically directed toward an individual

Heinz Leymann (as quoted by Davenport, 2002)

Workplace Bullying or Conflict

1. Persistently and consistently repeated over time
2. Malicious intent
3. Target perceives a negative impact

Einarsen, 1999

3 Categories of Workplace Bullying

1. Threat to personal reputation
   - Public humiliation
   - Verbal threats
   - Shunning
   - Spreading gossip

3 Categories of Workplace Bullying

2. Threat to professional standing
   - Withholding vital information
   - Taking credit for target's work
   - Denying access to necessary training
   - Assigning impossible tasks or workloads
3 CATEGORIES OF WORKPLACE BULLYING

1. Threat to physical well-being
   - Threatening job loss
   - Isolating the target
   - Boasting of owning a weapon

3 ENABLING ORGANIZATIONAL STRUCTURES

- Allegations are discounted
  - Tough management
  - Personality conflicts
- Avoidance
  - Lack of managerial skills
- Accepted
  - Organizational culture

3 Components of Bullying and Harassment

1. Offender/Bully
2. Target
3. Bystanders/Support Groups

3 Things Healthcare Organizations Need to Do

1. Understand the issue and establish a code of conduct and enforce it
2. Provide a Safe and Secure Reporting System—which can also address whistle blowing and patient safety concerns
3. Have a trained neutral or ombuds that can provide mediation, restorative justice and behavioral transition

Organizational Ombuds: “00” Licensed to Heal

Tony Belak

http://louisville.edu/ombuds/
The most called upon prerequisite of a friend is an accessible ear. Communication is not merely talking and waiting to talk.
CPR Model-
Compassion-Power- Restoration
A
Public Health Approach to Violence

Ari Cowan
Spirit Ridge Institute
4 Civility Institute

Workplace Harassment/Bullying and Uncivil Behavior In Healthcare Organizations

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