Incivility, Horizontal Violence, and Bullying in Nursing

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Objectives

1. Define incivility, horizontal violence, and bullying.
2. Develop a repertoire of responses to these behaviors.
3. Explore resources available at work to address these behaviors.
What Came Up For You?
Negative Behavior in the Workplace $^{1,2,4}$

- **Non-verbal examples**: ignoring a co-worker, making faces, rolling the eyes, intimidating gestures

- **Verbal examples**: name calling, sarcastic remarks, backstabbing, gossiping, yelling, screaming

- **Physical examples**: pushing, shoving, throwing or slamming objects
Concepts Defined

- Incivility
- Horizontal Violence
- Bullying
Incivility

A form of psychological harassment and emotional aggression that violates the ideal workplace norm of mutual respect.
Horizontal Violence$^{2,3}$

Harmful behavior, via attitudes, actions, words, and other behaviors that is directed towards us by another colleague. Horizontal violence controls, humiliates, denigrates or injures the dignity of another. Horizontal violence indicates a lack of mutual respect and value for the worth of the individual and denies another’s fundamental human rights.
Bullying

A situation where one or several individuals persistently (weekly) over a period of time (6 months) perceive themselves to be on the receiving end of negative actions (at least two) from one or several persons, in a situation where the target of bullying has difficulty in defending him or herself against these actions. A one time incident is not referred to as bullying.
What’s the impact of this behavior?

• Nurses$^5-8$
• Nursing$^7,8$
• Healthcare organizations$^9,10$
• Patients$^{11}$
What does the literature offer in terms of ways to address this behavior?

- Individual level\textsuperscript{12}
- Unit level\textsuperscript{13}
- System level\textsuperscript{14}
Lessons Learned From Being a Target:

• It’s not about you
• Benefit of the doubt
• Respond in the moment or...maybe later
• Use humor...when it fits
• Be a mirror

• Know your resources
• Ask for help
• Find an ally...or two
• Practice responses with an ally\(^6\)
• Talk with your coworkers about negative behavior at work and ways to address it in the context of your environment
More Lessons Learned

• Look in the mirror
• Be the change
Responding to a Bully

As him or her, “Why?”

Workplace Bullying Institute
www.workplacebullying.org
Back to the story

- What would you say to Jean?
- What would you say to Jean if you were Donna?
- What would you say to Jean and Donna?
Responding to Jean using Lessons Learned

• I am taken back right now by your reaction to my request for help.
Using Griffin’s Cognitive Rehearsal Techniques, Donna Responds to Jean --

• “This isn’t the time or the place. Please stop.” (p. 260)
What would you say to Donna and Jean?
Thank You!

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References


References


References


11. Purpora C, Blegen MA, Stotts NA. Hospital Staff Registered Nurses’ Perception of Horizontal Violence, Peer Relationships, and the Quality and Safety of Patient Care. Submitted for publication.