Recognizing and Responding to Bullying: A Workshop for Building Resilience
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Nurses clearly provide spiritual care to patients in presence, listening, caring, and speaking. On a more fundamental level, Nursing could be described as a kind of spiritual practice, one that requires specific, discipline-specific knowledge and art that allows the practitioner to flourish over the course of a career of caring. In a healthcare culture where caregivers extend compassion to patients, there is evidence that extending such care to self and colleagues may be less common. The broader culture shows division and undeveloped resources for dealing with conflict. It is not surprising that nurses might find challenges facing conflict and division as well. Practices that could strengthen nurses include reflection, self-care, telling stories, mentoring, and tools like Appreciative Inquiry. This poster presents imagines a workshop where students could find mentoring, role-modeling, mutual support, and self-care models that could create a solid footing in the novice stage of their careers.

Goals of a workshop:
- Create hospitable communities
- Formation of emancipatory knowing as baseline
- Develop self care skills for nurses
- Teach assertive communication
- Learn difference between constructive feedback and inappropriate criticism
- In supportive setting, dilemmas can be transformative

References:
Coppola, K., & Williams, M. (2011). Sharing stories: Re-connecting with one’s passion. Compassion and Caring at the heart of nursing AND YET:
- Bullying and incivility experienced by students, staff, managers
- TJC: Lateral and vertical violence contribute to medication and patient care errors, escalating costs, and preventable adverse outcomes
- Some report uncertainty about when incivility is occurring
- Multi-factorial problem, requiring response from individual, faculty/management, administration

Proposed Workshop Format:
9:00 Welcome and Centering
9:10 Introduction:
ANA Code of Ethics/Dignity of all persons
Re-connecting with one’s passion
Caring for patient, self, and colleagues
9:25 Small Group Introductions (Creating an Environment)
- Respect, Confidentiality, Deep Listening, Undivided Attention
9:40: Sharing stories:
Tell a story of how someone demonstrated care to you
10:00: Sharing Stories:
What are common characteristics of caring behavior
10:20 Sharing in Large Group
10:30: Break
10:45 Assertive Communication
12:00 Conflict style and management
Case study
Role Play
12:00 Lunch
1:00: Lateral and Vertical Violence
Definitions
Scenarios
Victim/bully/bystander effects
1:30 Small Group Work
Responses to Bullying
Case Study
Role play
3:00 Group Reflection
3:30 Closing reflection

References: