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 disciplines to maintain excellence in practice that allows the practioner 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.

Compassion and Caring at the heart of nursing
AND YET:

- Bullying and incivility experienced by students, staff, managers (Lachman, 2014; Park, Cho, & Hong, 2015; Seibel, 2014)
- TJC: Lateral and vertical violence contribute to medication and patient care errors, escalating costs, and preventable adverse outcomes. (Lim and Bernstein, 2014)
- Some report uncertainty about when incivility is occurring.(Cooper, et al. 2011; Dzurec, Kennison, & Albataineh, 2014; Egues & Leinung, 2014)
- Multi-factoral problem, requiring response from individual, faculty/management, administration (Burke & Williams, 2011; Ceravolo, et al., 2012; Egues & Leinung, 2013; Gillespie, et al., 2015)

Goals of a workshop:

- Create hospitable communities
- Formation of emancipatory knowing as baseline (Snyder, 2014)
- Model compassion and expectations
- Develop self care skills for nurses
- Teach assertive communication
- Learn difference between constructive feedback and inappropriate criticism (Seibel, 2014)
- In supportive setting, dilemmas can be transformative (Christie, Carey, Robertson, & Granger, 2015)

Proposed Workshop Format:

9:00 Welcome and Centering

9:10 Introduction:

ANA Code of Ethics Care/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

11:00: Conflict style and management

Case study

Role Play

12:00 Lunch

1:00: Lateral and Vertical Violence

Definitions

Scenariors

Victim/bully/bystander effects

1:30 Small Group Work

Responses to Bullying

Case Study

Role play

3:00 Group Reflection

3:30 Closing reflection

Burke & Williams (2011)

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