

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

By Dr. Renee Thompson, CEO & Founder of the Healthy Workforce Institute.

Objectives:

- Distinguish key differences between bullying and incivility
- Summarize strategies to confront individuals exhibiting disruptive behaviors
- Identify 3 best practice principles for a healthy work culture

Timeframe	Educational Content Outline
8:30 am	Welcome
8:40 am	Defining disruptive behaviors Differentiating bullying vs. incivility Group Activity
10:15 am	Break
10:30 am	Best practices & principles to address disruptive behaviors • Heighten Awareness • Set Behavioral Expectations • Confronting disruptive behaviors
12:00 pm	Lunch
12:45 pm	• Documentation • Develop your team • Case study & group discussion
2:15 pm	Break
2:30 pm	Additional strategies: • Hire the right people • Communication • Be a role model
3:30 pm	Adjourn