

AMERICAN NURSES ASSOCIATION

TIPS FOR NURSES

Dealing with Bullying & Lateral Violence

Examples of Bullying Behavior in the Workplace

- Being yelled at or screamed at in front of others
- Being accused of errors made by someone else (being scapegoated)
- Being the subject of gossiping
- Being the topic of rumors
- Being humiliated in front of others
- Being assigned undesirable work
- Being sabotaged
- Having key information withheld impacting job performance
- Having your thoughts or feelings ignored
- Being non-verbally intimidated ("stares and glares")
- Being excluded from activities or conversations
- Being physically threatened

Source: *Bullying in the Workplace: Reversing a Culture* (ANA, 2012).

YOU SERIES : LESSONS IN LEADERSHIP



Possible Responses to Bullying in the Workplace

Verbal abuse (Yelling in front of others) "I do not appreciate being yelled at in front of others. It sets a bad example for the staff and does not leave a good impression on the patients and family members. If there is something you need to discuss with me, let's do it in a more private place."

Nonverbal abuse (Eye-rolling, making faces) "I sense that there is something you want to say to me. Do you wish to discuss it?"

Overhearing someone talking about you "If there is an issue that we need to talk about, please come to me directly so we can discuss it."

Possible Responses When You Witness Bullying

Backstabbing (Complaining about a person to someone other than the person) "I don't know the facts of the situation and don't feel comfortable discussing it."

Lack of respect "I do not like to talk about others without their permission."

For more resources in dealing with bullying in the workplace, go to NursingWorld.org and select the Workplace Safety tab. For continuing education and purchasing *Bullying in the Workplace: Reversing a Culture*, go to www.Nursesbooks.org.



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