RECLAIM NURSING: HEAL, EMPOWER, AND INSPIRE

2018 KNA Annual Conference
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RECLAIM NURSING:

Ignite Knowledge Sessions (IKS)
Lateral Violence and the Nursing Team

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• Describe behaviors that typify lateral violence
• Identify different strategies to reduce lateral violence for victims, perpetrators, bystanders, and leaders
On your worst day...
What is Lateral Violence?

- Workplace abuse and hostility
- Usually occurs among peers or a particular work group
  - Among staff on a unit/office/class/peer group
- Overt vs covert
- Series of occurrences overtime
  - May become a “cultural norm”
Lateral Violence looks like:

<table>
<thead>
<tr>
<th>Excessive criticism</th>
<th>Refusing assistance/Withholding Information</th>
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</thead>
<tbody>
<tr>
<td>Intimidation</td>
<td>Backstabbing</td>
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<tr>
<td>Blaming</td>
<td>Public humiliation</td>
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<tr>
<td>Fighting</td>
<td>Isolating/ Ignoring behavior</td>
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Strategies for Reducing Lateral Violence

• Organizational:
  – Develop anti-harassment rules and policies and methods to enforce them
  – Champion respectful and honest communication
  – Examine workflow for stress points

• Leadership:
  – Acknowledge that lateral violence occurs
  – Be committed to change by questioning the norm
  – Identify impact with staff (safety events)
  – Do not take sides
  – Facilitate healing
Strategies for Reducing Lateral Violence

- **Individual**
  - **Perpetrator**
    - Commit to change
    - Use self-reflection to identify the “why”
  - **Victim**
    - Learn to participate in safe communication
    - Be self-aware and kind to self: focus on healing
  - **Bystander**
    - Stand with the victim
    - Use influence/ humor/ kindness/ professionalism, etc. to facilitate safe communication
Questions?

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References


