

“Be A Buddy Not A Bully”

Nurse Knowledge and Innovation Committee (NKIC)

Incivility



Bullying



Workplace Violence

According to the American Nurses Association (ANA):

- Incivility and bullying in nursing is prevalent in all settings, and about 21% of nursing turnover is tied to incivility in the workplace
- An ongoing health and safety survey executed by the ANA revealed that about 25-50% of nurses conveyed experiencing various instances of incivility in the workplace
- Uncivil behavior can lead to low morale, poor teamwork and distrust, decreased job performance, and ultimately diminished patient safety



Definition of Terms

Bullying- repeated, unwanted harmful actions intended to humiliate, offend, and cause distress in the recipient

Incivility- rude and discourteous actions, of gossiping and spreading rumors, and of refusing to assist a coworker

Workplace Violence- physically and psychologically damaging actions that occur in the workplace or while on duty

Preventing Bullying	Responding to Being Bullied	Responding When Witnessing Bullying
Become familiar with bullying prevention policies	Address perpetrators promptly and privately, when possible	Consider letting the person doing the bullying know that their actions are not consistent with established policies
Establish an agreed-upon code word to see support when feeling threatened	Report the event through appropriate channels	Provide peer support or suggest access to similar support system
Practice using responses to prepare to deflect incivility or bullying	Keep a detailed written account of the incident and their frequency in case it becomes a pattern	Recognize one's own actions taken and not taken as they relate to incivility and bullying