

# Do No Harm Applies to Nurses Too! Strategies to Address Bad Behavior and Conflict in the Workplace



## Course Description

Bullying in healthcare is a problem. It's pervasive, destructive and negatively impacts individuals, the nursing profession, the workplace and ultimately the patients. One reason bullying has continued to thrive is that we haven't learned how to address the behavior in our work environment. We often turn the other cheek, thus perpetuating the problem. When you add unresolved conflict into the work environment, relationships and our ability to provide high-quality, safe patient care suffer.

The good news is that it doesn't have to be this way. This seminar teaches participants how to eliminate bad behavior, resolve conflict and create nurturing and supportive work environments where nurses and patients thrive!

## Program Learning Outcomes

*This program prepares the learner to:*

- Evaluate characteristics of disruptive behavior and its emotional impact on individuals and patient outcomes.
- Explore how successful nurses squash bullying to foster collaboration, support and teamwork.
- Construct effective assertive communication and conflict resolution techniques.
- Identify strategies to create a professional and supportive work environment.

## Agenda

*Sign-in begins at 7:30 am.* The day includes a one-hour lunch (on your own), as well as a morning and afternoon break of 15 minutes each. The order of lectures presented and break times may vary according to speaker preference.

### 8:00 am to 4:30 pm

- 0800 **Defining Bullying**  
Theories Behind Why | Impact to Nursing Profession and Patient Outcomes
- 0900 **Recognizing Bullying Behavior**  
Understanding Behavioral Categories | Nurses You May Know | What's Happening in Your Pond?
- 1000 **Break**
- 1015 **Strategies to Address Bullying**  
Individual Strategies | Organizational Strategies
- 1200 **Lunch**
- 1300 **Mechanics of Communication**  
The Power of Encoding and Decoding | How to Determine Appropriate Channel | How to be a Good Sender and Receiver
- 1330 **Communication Styles**  
Understanding the Four Communication Styles | Strategies to Improve Assertive Communication
- 1400 **Modes of Conflict Management**  
Five Conflict Management Modes | Risks of Each Mode | Benefits of Each Mode
- 1445 **Break**
- 1500 **Strategies to Effect Conflict Resolution**  
Determining True vs. False Conflict | Separating Behaviors | Fact Finding and Brainstorming Techniques

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- 1600 **Strategies to Create Nurturing and Supportive Work Environments**  
How to Build Strong Relationships | Establishing an Environment Based on Trust | The Power of Influence
- 1630 **Adjourn**

## Accreditation

### RN/LPN: 7 Contact Hours

Med-Ed, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Med-Ed, Inc. is an approved provider by the following State Boards of Nursing: **Florida**/FBN 3215, **Iowa**/296, **California** #CEP10453.

If your profession is not listed we suggest contacting your board to determine your continuing education requirements and ask about reciprocal approval. Many boards will approve this seminar based on the accreditation of the boards listed here.

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