



What is Bullying?

\* ONA Lunch & Learn

# OBJECTIVE

- \* To raise awareness of issues surrounding bullying in the workplace.
- \* To give you the tools and information to recognize bullying and the means with which to address it.
- \* To give you tools to recognize Disruptive Physician/Co-Worker and Client Behaviour and the means with which to address it.

\* **Welcome and  
Introduction**

# OVERVIEW

## Why is this important?

- \* Bullying is a profoundly destructive phenomenon for victims and co-workers
- \* We want you to be able to intervene early before bullying escalates.
- \* The topics to be covered:
  - \* What is bullying?
  - \* What to do if you feel you are bullied?
  - \* Disruptive Physician Behavior
  - \* Abusive & Inappropriate Behaviours: Patient, Family, Visitors

# What is Bullying?

- \* “Bullying is the use of strength and power to coerce others by fear.” (The Oxford Dictionary)
- \* Bullying is a form of harassment. It may be characterized as persistent and repeated behaviour that is offensive, insulting, intimidating, humiliating or abusive towards a person or a group. It can be deliberating excluding someone. (ONA Harassment and Bullying Workshop)

\* **Vocabulary**

\*"Bullying is a compulsive need to displace aggression and is achieved by the expression of inadequacy (social, personal, interpersonal, behavioural, professional) by projection of the inadequacy onto others through control and subjugation (criticism, exclusion, isolation, etc.). Bullying is sustained by abdication of responsibility (denial, counter-accusation, pretense of victim hood) and perpetuated by a climate of fear, ignorance, indifference, silence, denial, disbelief, deception, evasion of accountability, tolerance and reward (e.g. promotion) for the bully." - Tim Field 1999

\* **Vocabulary**

- \* Bullying can be considered a severe form of harassment.
- \* Occupational Health and Safety Act defines harassment as: “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. Workplace harassment may include bullying, intimidating or offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls.

**\* Bullying is  
Harassment**

# Examples of Bullying

○ Gossiping	○ Social Media - Facebook used in a negative way
○ Finger pointing	○ Eye rolling
○ Exclusion	○ Shaming
○ Mobbing	○ Undermining people's work
○ Withholding information	○ Refusing to speak to a colleague, being curt, giving the silent treatment
○ Dismissive behaviour such as sarcasm, ridicule, making a person the target of practical jokes	○ Making derogatory, belittling or insulting comments (especially in front of others)
○ Impatience with questions, refusal to answer questions	○ Unwarranted or invalid criticism, excessively monitoring another's work

# Examples of Bullying cont'd

<ul style="list-style-type: none"><li>○ Blaming, scapegoating an individual who is not responsible for the problem</li></ul>	<ul style="list-style-type: none"><li>○ Sabotaging, withholding necessary information or purposefully giving the wrong information</li></ul>
<ul style="list-style-type: none"><li>○ Taking credit for another person's work without acknowledging their contribution</li></ul>	<ul style="list-style-type: none"><li>○ Spreading malicious rumours, gossip, assigning denigrating nicknames</li></ul>
<ul style="list-style-type: none"><li>○ Excluding or isolating someone socially</li></ul>	<ul style="list-style-type: none"><li>○ Refusing to work with a colleague</li></ul>
<ul style="list-style-type: none"><li>○ Verbal abuse (yelling, shouting or using profanity, offensive or abusive language)</li></ul>	

# Disruptive Physician Behaviour

- \* Any form of communication or behaviour by a physician that affects a nurses' practice and/or the well being of patient/resident/client care and may interfere with the health facility's ability to operate in an orderly way.

## Examples of Disruptive Physician Behaviour:

○ Raised voice	○ Dismissive behaviour
○ Aggressive posturing	○ Name calling
○ Condescending	

## Bullying in the Nursing Workplace

- \* Bullying is more prevalent in nursing than other areas in healthcare
- \* Nurses experience a higher rate of burnout and are more likely to abuse other nurses
- \* 50% of Canadian nurses report emotional abuse at work and 46% report they were exposed to hostility or conflict from co-workers. (Stats Canada, 2005)
- \* RNs surveyed at University Health Network: 95% witnessed horizontal violence, 71% were the target (Malette, 2010)
- \* In the U.S., 60% of newly registered nurses leave their first position within 6 months due to abuse from a co-worker. (Griffen, Journal of Continuing Education in Nursing, 2004)

## What can you do if you are bullied?

- \* Familiarize yourself with LHSC Workplace Violence Policies. (Located on LHSC Intranet - Occupational Health and Safety Site)
- \* Tell the bully to stop. Firmly tell the person their behaviour is not acceptable.
- \* Get support. Being the target of bullying can be very isolating. Contact the ONA office, talk to someone you trust and/or contact your Employee Assistance Program (EAP) provider.
- \* Report the bullying. Complete an AEMS report.

\* An ONA representative can assist you in using the hospital's complaint procedure/policy on workplace harassment and abuse. In appropriate cases, the Union may file a grievance under the collective agreement.

\* **Keep records.** Make notes of each incident with the date, time, what happened, the names of witnesses and how it made you feel. Keep copies of any letters, memos, or e-mails received from the person.

- \* Identify Behaviour
- \* Document
- \* Call the ONA office for support
- \* Report to Leader

\* **Summary**

- \* Visit the ONA website  
([www.ona.org](http://www.ona.org))
- \* Talk to OH&S
- \* Visit the Ministry of  
Labour website  
(<http://www.labour.gov.on.ca/english/hs/>)

**\* For More Information**