

# Bullying and Lateral Violence

## Examples of Bullying Behavior

- Being 'yelled at' or 'screamed at' in front of others
- Being accused of errors made by someone else (Scapegoat)
- 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 thoughts or feelings ignored
- Non-verbal intimidation - stares and glares
- Exclusion from activities or conversations
- Being physically threatened



## Possible Responses to Bullying

### 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, we can 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."

## Responses When You Witness Bullying

### Backstabbing (complaining about a person to someone other than the person)

"I do not know the facts of the situation and do not feel comfortable discussing it."

### Lack of Respect

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

(Adopted from M. Griffin, 2004; Center for American Nurses, 2007). ANA condemns abuse and harassment of nurses in professional associations and all work environments in which nurses practice, including abuse and harassment, based on age, color, creed, disability, gender, health status, lifestyle, nationality, race, religion, or sexual orientation. ANA is working proactively to reduce the growing problem of workplace abuse, harassment and bullying of nurses and the serious consequences, including serious reprisal and retaliation. Additionally, ANA is exploring collaborative solutions with other disciplines and organizations to leverage resources for research and education. (Adapted from the 2010 House of Delegates Resolution, 'Hostility, Abuse and Bullying in the Workplace' and the 2006 House of Delegates Resolution, 'Workplace Abuse and Harassment of Nurses.')