

# ERADICATING BULLYING & INCIVILITY

**Essential Skills for Healthcare Leaders**  
Your first step to a healthy workforce culture

## Self Study



**ENROLL NOW**

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EBI-SelfStudy-2024?ref=dec7a3](https://healthyworkforceacademy.com/courses/EBI-SelfStudy-2024?ref=dec7a3)



## The Challenge

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The reality is the healthcare environment is getting more and more complex. Increasing demands, decreasing resources, burnout, bullying, and incivility have challenged nursing leaders now more than ever before. **We hear you!** The **Healthy Workforce Institute** provides strategies and resources to assist your organization to address workplace violence, bullying, and incivility within the care environment and meet the 2023 Magnet criteria.

Research has shown incivility, bullying, and disruptive behaviors negatively impact the organization's culture of safety, satisfaction and engagement scores, patient outcomes, and increases an organization's turnover. The number one reason why leaders don't address incidents of workplace bullying or incivility is because they don't know what to say and how to say it. Therefore, they do what's comfortable – they do nothing. As a result, the good employees disengage or leave.

The **Healthy Workforce Institute** provides Executives and Frontline Leaders, who are the key component to structural empowerment within an organization, with the knowledge, skills, and confidence to address and reduce workplace violence, bullying, and incivility.



## STUDIES SHOW...

**Individuals**  
**pay the price of**  
**bullying** with their  
physical, mental,  
and psychological  
health.

**Patients**  
**pay the price of**  
**bullying and incivility**  
with their safety,  
quality, and  
satisfaction.

**Organizations**  
**pay the price**  
**of bullying and**  
**incivility** with  
their profits.

When organizations have a high rate of bullying,  
they have worse patient outcomes.

The cost of replacing an experienced nurse is  
\$50,000.



The straightforward educational material and real life examples have given me the tools as well as the confidence to have the difficult conversation my whole team needs me to have in order to create a Healthy Workplace for each of them.”

- Gina McDaniels, RN, BSN, OCN, HN-BC  
Manager of Clinic Operations, Moffitt Cancer Center





# The HWI Solution

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This program is an essential first step in recognizing, addressing, and eradicating the prevalent, disruptive behaviors that are undermining your workforce culture.

Introducing the Healthy Workforce Institute's foundational virtual learning course, ***Eradicating Bullying & Incivility (EBI): Essential Skills for Healthcare Leaders***.

As part of the Healthy Workforce Academy, this online course is designed to provide a solution for frontline leaders who want to cultivate a professional, supportive, and respectful workforce culture; free from bullying and incivility.

## In this course, you will...

- ✓ Distinguish key differences between bullying and incivility
- ✓ Differentiate overt and covert behaviors
- ✓ Apply techniques to establish behavioral expectations in collaboration with team members
- ✓ Summarize a strategy to confront individuals exhibiting disruptive behaviors
- ✓ Describe strategies on how to hold individuals accountable for their behaviors





## The EBI eCourse

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### By the end of this course, you will...

- ✓ Be equipped with the tools to quickly identify disruptive behaviors that undermine a culture of safety
- ✓ Possess an arsenal of well tested strategies they can implement on a consistent basis to maintain a healthy workplace
- ✓ Own the confidence to immediately address issues before they get out of hand
- ✓ Uncover tried and true approaches to hold staff accountable for professional behavior
- ✓ Be prepared to comply with The Joint Commission and Magnet® requirements
- ✓ Receive 5.8 ANCC Contact Hours upon completion

You'll see tangible improvement in interprofessional communications.



*Healthy Workforce Institute is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.*



## The Results

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On average, participants in the *EBI eCourse* achieved a 72-point increase in overall score ( $p < 0.0001$ )! Leaders report they have implemented the following strategies upon completion of the course:

**81% can address and confront individuals** with disruptive behaviors

**77% can hold team members accountable** for their disruptive behaviors

**57% have utilized scripts** obtained from the course to address disruptive behaviors

Organizations can no longer allow frontline leaders to ignore the toxic workplace behaviors because they are losing exceptional employees, which directly impacts patient outcomes and quality of care. Let us help you equip your leaders with the knowledge, actionable strategies, and communication skills to hardwire and sustain a healthy workforce.



She's a good nurse, but.... " We have all said it at some point in our career. Renee quickly shows us how detrimental that statement is to developing a culture of kindness, integrity and respect. Concise doses of wisdom and practical tools to help to eradicate bullying and incivility is just what this course delivers! I highly recommend."

- Terry Hayes, MSN, RN, CPNP, CNOR  
Director of Perioperative Services,  
Texas Health Arlington Memorial Hospital





## What others are saying about the EBI Solution



“The Eradicating Bullying & Incivility course provides solutions to the real world problems we face when leading teams of healthcare professionals. Understanding the differences in incivility, a bad day, and true bully behavior allows us as leaders to better utilize tools and resources to address issues head on and help keep our teams on the path to excellence.”

-TRENTON VAUGHAN, Director, Baylor Scott & White Round Rock

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The EBI course provided a framework for how to talk to employees as well as counseling that was so very helpful. By taking this course it gave me the ability to assist staff in creating credo's for each of my units. So very helpful for new hires coming into our unit!”

-AMY BUCCIARELLI, Director, Moffitt Cancer Center







## How the Healthy Workforce Institute is equipping healthcare leaders to eradicate bullying & incivility in the workplace.

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At the **Healthy Workforce Institute®**, we are on a mission to work with healthcare organizations to create and cultivate a healthy workforce by eliminating bullying and incivility among healthcare employees.

We understand that employee retention and engagement coupled with the ability to deliver high quality, safe patient care is a priority for healthcare leaders. We also know that when disruptive behaviors go unaddressed, leaders will either disengage or leave, and patients will not receive the care they deserve. This is where we can help.

“The way we treat each other is just as important as the care we provide.”

-Dr. Renee Thompson





## EBI Solution

### Enrollment includes:

- ✓ 1 year access
- ✓ 5.8 ANCC Contact Hours upon successful completion
- ✓ 1 year access to monthly live culture calls

**Your investment in yourself is \$399.00.**

# ONL

Organization of  
Nurse Leaders

Leading, Learning, Making a Difference

ONL is collaborating with the **Healthy Workforce Institute**, to provide nurses and leaders with practical solutions to cultivate a professional and respectful work culture by addressing disruptive behaviors. Through articles, virtual events, and eLearning programs, we're thrilled to make these valuable resources more widely available. For more information, please contact ONL at [info@oonl.org](mailto:info@oonl.org).

**To enroll, [CLICK HERE](#) or scan QR Code**



HEALTHY **WORKFORCE**  
INSTITUTE®

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