



Lateral Violence: Disruptive Behaviors at Work

**Presented by:
Cella Janisch-Hartline, RN, BSN, Nurse Consultant, RWHC**

Monday, April 30, 2012

9:00 a.m.-4:00 p.m.

**Community Memorial Hospital
855 South Main Street, Oconto Falls
920-846-3444**

Workshop Testimonial

"Cella was able to engage a room of about 100 people and field questions—seeking soulful answers that met the listeners' needs. Her written communication allowed room to jot down our thoughts as we learned better ways to address both 'in-your-face' and covert violence within the workplace. One of the best presentations I have ever attended. Bring her back to help us specifically! Thanks again, Cella, and RWHC."

Julie Metcalf Cull, RD, Nutrition Services Director, Prairie du Chien Memorial Hospital

Workshop Description

A silent killer has made its way into the healthcare system and has slowly eaten away at the core of who we are as professionals and has impacted the culture of healthcare. This epidemic is known as lateral violence, or sometimes referred to as horizontal violence. Lateral violence and bullying have been extensively reported and documented among healthcare professionals, with serious negative outcomes for patients, staff and employers. These disruptive behaviors are toxic to the healthcare profession and have a negative impact on retention of quality staff. "Eating our young" is no longer acceptable, and it is time that we shed some light on this darkness that permeates our organizations.

This workshop is designed to help you understand the ramifications of allowing lateral violence to continue and persist, to recognize the most common behaviors, and develop methods/techniques to address and prevent ongoing hostility.

Workshop Objectives

Participants will learn to:

1. Define lateral violence
2. Identify intrinsic and extrinsic forces that play a role in this type of hostility
3. Examine overt and covert examples of horizontal violence
4. Discuss the impact of lateral violence on the individual as well as the organization
5. Develop various strategies/techniques toward addressing and eliminating this behavior in the workplace

Target Audience

All healthcare managers, both experienced and new in their role

Consider taking this workshop if the following are mostly true for you:

- At some point in my career I have felt ridiculed, demeaned or dehumanized by a healthcare colleague
- Demeaning behavior has been tolerated and accepted, and as it is difficult to speak up, I (and others I know) have chosen not to confront this tough stuff in the past
- Unfortunately, on self-reflection I may have engaged in activities that are unsupportive of my fellow employees
- Even though I personally had to endure this rite of passage into healthcare as a new professional, I think it is time for a change
- I want to take an active role in creating the next generation of healthcare professionals, the ones who will be taking care of me and my family
- I want to learn different strategies and techniques for addressing and changing the negative "rites of passage" for new workers to ensure success in a culture of safety

Continuing Education Credit

0.6 continuing education units (CEUs) will be provided through RWHC, a CEU provider through the Wisconsin Society for Healthcare Education and Training (WISHET).

Workshop Fee

RWHC Members: \$150 per person

Non-RWHC Members: \$180 per person

Participants are on their own for lunch. Registration deadline is April 9. Organizations that register three or more participants will receive a 20% discount.

Please do NOT send payment; RWHC will invoice your organization. For questions, please contact Carrie Ballweg, Education Coordinator, 608-643-2343.

Cancellation Policy

Cancellations received up to two weeks prior to a program will receive a full refund, less a \$25 processing fee. No refunds will be given for cancellations received less than two weeks prior to the program. Substitutions are accepted.

Workshop Registration

“Lateral Violence: Disruptive Behaviors at Work”

April 30, 2012

Community Memorial Hospital, Oconto Falls, WI

Please print clearly and provide complete information:

Organization: _____

Address: _____

Name: _____ **Title:** _____

E-Mail: _____ Phone Number: _____

Name: _____ **Title:** _____

E-Mail: _____ Phone Number: _____

Please return this registration form by April 9 to:

RWHC, Attn: Denise Sackmann
880 Independence Lane
Sauk City, WI 53583
Fax: (608) 643-4936