



Lateral Violence:

Dealing with Disruptive Behaviors

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Target Audience: All healthcare managers, leaders and supervisors, both experienced and new in their role

Workshop Description: A silent killer has made its way into the health care system, has slowly eaten away at the core of who we are as professionals, and has impacted the culture of health care. 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 health care professionals with serious negative outcomes for patients, staff and employers. These disruptive behaviors are toxic to the health care 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 to develop methods/techniques to address and prevent ongoing hostility.

Participants will learn to:

1. Define lateral violence
2. Identify the 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

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 health care 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 health care 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 health care 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

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