



A Great Staff Meeting on Workplace Hostility: The Signs and Symptoms

1. Introduction.

Talk a little about workplace hostility as a cause of personal distress, anxiety, energy drain, and turnover. Assert zero tolerance for the sake of patients and families and also each and every member of the team.

2. Explain.

"I want everyone on this team to become attuned to the signs and symptoms, catch ourselves so we can eliminate the behaviors and words, and together nip destructive behaviors in the bud when we see or hear them.

Today, let's identify the words and behaviors that show workplace hostility. Let's become more aware, so we can catch ourselves and also provide caring feedback to each other."

3. Divide people into groups.

Small group work: If your group is small (**10 or under**) divide into two groups, giving one group Worksheet 1 and the other Worksheet 2. Have the groups brainstorm together to complete their worksheet. Make sure someone in each group takes notes.

Large group sharing: If you have **more than 10** people, divide people into groups of 3 or 4. Give half of the groups Worksheet 1 and the other half Worksheet 2. Afterward, focusing on one question at a time, have small groups share their responses.

4. Personal Commitment

Then, ask people to turn to a partner and share one destructive behavior that they believe they need to stop doing and one positive behavior that they need to do more often.

5. Closing

End with a strong statement about the importance of replacing the destructive words and behavior with positive, supportive ones.



Worksheet 1

Focus on Words and Actions of Longtime Employees Toward Less Experienced, Newer Coworkers

What are all the ways a longtime employee can make a less experienced, newer coworker feel bad (discouraged, excluded, disrespected, embarrassed, insecure, anxious)?	What are all the ways a longtime employee can make a less experienced, newer coworker feel good (supported, respected, helped, included, encouraged, appreciated)?



Worksheet 2

Focus on Words and Actions of Less Experienced, Newer Employees Towards Longtime Employees

<p>What are all the ways a less experienced, newer employee can make a longtime employee feel bad (disrespected, dead wood, stuck in their ways, unhelpful, ignored, anxious, embarrassed, discouraged)?</p>	<p>What are all the ways a less experienced, newer employee can make a longtime employee feel good (supported, respected, helpful, included, encouraged, appreciated)?</p>