Managing the Bullying Boss and Leadership

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Abstract:
Workplace bullying is among health care's most significant performance management challenges. Add a bullying boss and/or leadership to the mix, and employee job functioning, attendance, and retention are compromised. A bullying boss puts all stakeholders of the health care experience at risk, while negatively influencing the quality of patient care and employee well-being.

This presentation explores the complex dynamics of the bullying boss and leadership from an interprofessional lens. The impact of power, leadership styles, and gender will be explored, with tools to assess those at highest risk for being bullying bosses. Models and strategies to proactively address these situations will also be presented, along with ways to estimate the fiscal costs of bullying for organizations. Engage in a powerful session that provides professional case managers tactical and ethical guidance on how to confront and master this profound issue.

After this session, attendees will be able to:
1. Name types of bullying bosses
2. Define abusive and vicarious abusive supervision
3. Discuss effective leadership styles and models to manage bullying bosses.
4. Explore current industry evidence.
5. Identify strategies to manage the bullying boss and leadership in health care

Relevance to Case Management, Medicine, Nursing, Social Work, And Allied Health:
The increasing incidence and impact of bullying impacts the entire health care workforce. Case management is poised to promote a safe workplace for patients, practitioners, and stakeholders alike amid these intricate circumstances. Understanding the types of bullying bosses, plus the leadership styles and strategies that can circumvent disruptive behaviors wrought by bullying, promotes success in the workplace for all members of the interprofessional health care team.
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Outline:
I. Introduction/Who is the Bullying Boss?: Data and Definitions: 15 minutes
- What is and isn't bullying
- Bullying boss types
- The impact of power

II. Industry Evidence and Demographics: 15 minutes

III. Effective Leadership Styles and Models: 15 minutes
- Authentic leadership
- Congruent leadership
- Servant leadership
- The Social Dominance Ordinance Scale

IV. Break (3 hour version only): 15 minutes

V. The Ethical Impact: Case Scenarios, Discussion, and Debrief (75 minute version weaves scenarios and standard/code application through the presentation for 10 minutes. 2* or 3** hour versions include defined discussion and debrief opportunities of 60* or 90** minutes respectively).

- Application: Integrates case scenarios with relevant ethical and professional codes and standards including but not limited to:
  - American Nurses Association (ANA) Code of Ethics, Provision 1, 1.5 Relationships with Colleagues and Others
  - American Medical Association (AMA) Code of Conduct
  - Case Management Society of America (CMSA) Standards of Practice: Ethics, Standard K
  - Certification of Disability Management Commission (CDMS) Code of Professional Conduct: Principle 4
  - Commission for Case Manager Certification (CCMC)(2015) Code of Professional Conduct: Ethical Tenets, Principle 2, Principle 3, Principle 4, Underlying Values
  - Commission on Rehabilitation Counselor Certification (CRCC)(2017) Code of Ethics: Section D: Professional Competence, D.5; Section E: Relationships with other Professionals, E.1, E.3
  - National Association of Social Workers (NASW) Code of Ethics (2017), Values, 2.03 Interdisciplinary Collaboration, 2.10 Unethical Conduct of Colleagues ; 4.01 Competence
  - Guidelines for Social Work Safety

VI. Managing the Bullying Boss: 15 minutes

VII. Q & A-5 minutes

Time: 75 minutes

Presentation Mode: Interactive learning via lecture and interactive groups

References include but are not limited to:

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