

POST TEST AND EVALUATION

PLEASE CIRCLE THE CORRECT ANSWER

Review the stem of each question and circle the appropriate/correct answer.

1. True or False: Bullying is harassment that involves intimidating behavior and is usually repetitive.
2. True or False: In many recent studies, most nurses have experienced workplace physical or emotional bullying/violence.
3. True or False: Nurses almost always positively intervene when they witness bullying/uncivil behaviors.
4. It is reported that bullying persists because:
 - a. Bullies are not held accountable
 - b. People say nothing
 - c. People fear retaliation if they speak up
 - d. All of the above
5. True or False: The ANA Scope and Standards does NOT give direction about appropriate nurse action regarding bullying and incivility in the workplace.
6. The costs of disruptive behavior include:
 - a. Lost productivity
 - b. Increased absenteeism
 - c. Psychological and physical harm
 - d. All of the above
7. True or False: Disruptive behavior in the workplace does not affect patient safety, medical errors and preventable adverse outcomes.
8. One of the factors contributing to increased bullying is:
 - a. Strong organization policies about standards of behavior
 - b. All nurses in the organization of the same generation
 - c. Significant organizational change
 - d. Adequate staffing
9. True or False: The more passive behaviors can be the most damaging and persuasive.
10. According to the ANA Scope and Standards of Practice nurses are accountable to:
 - a. Speak up when they observe bullying or incivility in the workplace

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- b. Assess and continually improve their own communication and conflict management skills.
- c. Participate in professional organizations.
- d. All of the above.

PLEASE COMPLETE THE FOLLOWING FORM COMPLETELY

(Please PRINT clearly)

NAME			
ADDRESS			
CITY			
STATE		ZIP CODE	
PHONE			
EMAIL ADDRESS (required to receive CE certificate) If you do not have an email please enclose a SASE to receive certificate.			

	ANA-ILLINOIS MEMBER \$8	ANA-ILLINOIS ID#
	NON-MEMBER \$15	

Evaluation

To what extent did completing this self-study allow you to achieve the outcome below:

After reading the article, the nurse will be able to describe the causes and effects of workplace violence, use effective strategies to respond to workplace violence and identify one or more resources to use to reduce violence in the workplace.

Strongly Agree (5)

Strongly Disagree (1)

5 4 3 2 1

How many minutes did it take you to read and complete this program?

Self-Advocacy Skills for Nurses: Dealing with Incivility, Bullying and Workplace Violence
Part I

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Suggestions for improvement? Future topics?

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