

## Learner Response Summary

### Successful

Scenario: Managing Bullying in the Workplace (009)

Started On June 06, 2023

Understanding the differences between main concepts is important to knowing how to manage situations.

Your Choices:

- Lateral Violence ✓
  - Bullying ✓
  - Conflict ✓
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What of the following describe open (non-aggressive) body language versus closed and aggressive body language?

Your Choices:

- Looking at the floor ✓
  - Moderate eye contact ✓
  - Turning away from the person ✗
  - Clenched fist/jaw ✓
  - Hunching shoulders ✓
  - Crossing arms ✓
  - Body angled towards the person ✓
  - Whispering when speaking ✗
  - Prolonged stare ✓
  - Getting into someone's space ✓
  - Flushed face ✓
  - Not making eye contact ✓
  - Raised voice ✓
  - Shoulders down and relaxed ✓
  - Hands on the hips ✓
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### Forms of Lateral Violence

Your Response:

- hands on hips
- rolling eyes
- sighing

- turning body away from nurse
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### How should the student nurse respond?

Your Choices:

- Inform the HCA that the patient is a 2-assist, and she needs assistance to complete the task
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### Scene 1 C - Respond to HCA

Your Choices:

- Next
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### How should Taylor respond to Rosie's behaviour?

Your Choices:

- Ask to speak to Rosie in the hallway
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### Scene 2 - In Room

Your Response:

- patience
  - confidence in the nurse
  - respect
  - encouraging words
  - not saying anything if you don't have anything positive to say
  - she could pull the nurse aside to discuss her concerns rather than in front of the patient
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### What should the student nurse's response be?

Your Choices:

- Stop your medication checks and explain why you cannot get the call bell
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### Scene 3 C - Explain

Your Choices:

- Next
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### How should Taylor approach the conversation regarding Rosie's behaviour?

Your Choices:

- State how Rosie's behaviour was interpreted and provide an example
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### Scene 4 C - Interpreted and Example

Your Choices:

- Next
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### What would be the next best step for Taylor?

Your Choices:

- Approach her preceptor about the situation
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### Scene 5 A - Preceptor

Your Choices:

- Next
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### Professional Attributes

Your Response:

- bullying
  - talking about the student behind her back
  - not willing to help when needed
  - talking disrespectfully to the student
  - talking disrespectfully in front of the patient
  - lateral violence
  - closed and aggressive body language
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### Last Question

Your Choices:

- Bullying and lateral violence
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