Affinity

Learner Response Summary

Successful

Scenario: Managing Bullying in the Workplace (009)

Started On June 12, 2023

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

Your Choices:
- Lateral Violence ✅
- Bullying ✅
- Conflict ✅

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 ❌

Forms of Lateral Violence

Your Response:
turning away, whispering, abrupt interaction

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 ⊘

Scene 1 C - Respond to HCA

Your Choices:
- Next

How should Taylor respond to Rosie's behaviour?

Your Choices:
- Ignore her comments and finish your dressing change ⊗
- Ask to speak to Rosie in the hallway ⊘

Scene 2 - In Room

Your Response:
be willing to help
not speaking down on other staff

What should the student nurse's response be?

Your Choices:
- Stop your medication checks and explain why you cannot get the call bell ⊘

Scene 3 C - Explain

Your Choices:
- Next

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

What would be the next best step for Taylor?

Your Choices:
- Approach her preceptor about the situation ✓

Scene 5 A - Preceptor

Your Choices:
- Next

Professional Attributes

Your Response:
gossiping, negative attitude

Last Question

Your Choices:
- Bullying and lateral violence ✓