



Powerful
Scripts

to Stop Bullying
in the Moment

*Strategies for Healthcare
Interprofessional Teams*



When faced with disruptive co-workers, many of us don't know HOW to respond in the moment. We get tongue tied, blurt out something inappropriate, or stay silent. However, that night you think of the best response in the shower! By then, it's too late.

The secret to stopping disruptive behavior **IN THE MOMENT** is to prepare, ahead of time, using powerful scripts.

Step 1 | Think about the typical disruptive behavior you experience at work.

Step 2 | Choose an appropriate response from the scripts below.

Step 3 | Practice saying that script out loud. And practice again.

**The next time you find yourself in a situation,
you'll be ready to stop the behavior in the moment.**

Powerful Scripts *for* Teams

Great for new nurses

"I'm not comfortable with _____ (this assignment, this procedure, this situation, etc.)."

"I'm concerned that patient safety will be compromised if _____ (you don't assist me during this procedure, I am left alone to deal with this crisis, etc.)."

"I need your support – not your criticism."

Great for co-workers who have behaved unprofessionally for a long time

"I'm not sure you realize this, but sometimes you can come across as being _____ (intimidating, aggressive, unapproachable, etc.)." And then give an example.

"The relationship I have with you is important to me (or to our department). I'd like to talk about what happened _____ (yesterday, this morning, etc.)."

Great ways to redirect focus back to the patients

"Although we disagree, let's agree to make decisions based on what's best for our patients."

"I bet we can figure out what's best for our patients."

"What would be most helpful and best for the patient right now?"

When you think someone is talking about you behind your back

"It's okay for you to be direct with me."

"If I ever do something you find disrespectful or if I've made a mistake, please come to me directly. I promise to be open to your feedback. And, I promise to do the same for you."

Great ways to stop disruptive behavior in the moment

"You are yelling and screaming at me in front of patients and their families."

"I am willing to discuss this with you as long as you are willing to speak to me in a respectful manner."

"I'm receptive to feedback. However, if you can't deliver the feedback calmly and respectfully, I'm not willing to listen."

"It's not okay the way you are talking to me right now."

"That comment isn't helpful to either of us."

When someone consistently interrupts you

“Excuse me. I’d like to finish.”

“Excuse me. I was speaking.”

“You’re interrupting me.”

Great to use when someone criticizes or says something rude to you in front of others

“I’m offended by that comment.”

“I don’t appreciate how you’re talking to me right now.”

“I’m not willing to respond to that.”

“Ouch.”

“I want to listen to you but I’m having a hard time getting past your tone/aggression.”

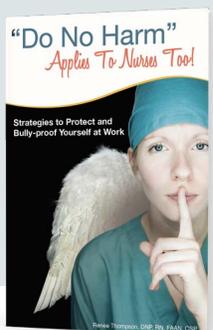
“I will need to think about that before responding to you.”

IMPORTANT

Although you may feel inclined to give your co-worker a dose of their own medicine, never, never, never stoop to their level. Always choose the high road and respond in a professional manner.

As the late Dr. Martin Luther King said so eloquently, “Hate begets hate; violence begets violence; toughness begets a greater toughness. We must meet the forces of hate with the power of love.”

CHOOSE TO BE PROFESSIONAL, RESPECTFUL, AND KIND.



To get access to more scripts and other strategies to address bullying and incivility, grab a copy of our book, *Do No Harm Applies to Nurses Too!*

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