



Module Overviews

Introduction – 20 minutes

Introduction to the Prescriptive Rules®

A text-based exercise that establishes the rationale for the course.

Topics:

- Course objectives
- Impact of disruptive behavior
- Joint Commission leadership standards
- ACGME standards
- The Prescriptive Rules®

Learning Points:

- Disruptive behavior can ultimately have a negative impact on patient care and research.
- The Prescriptive Rules® provide guidelines for building a better environment for patient care and research.

“Some Meeting...” – 20 minutes

Sexual Harassment, Hostile Work Environment

A video-based exercise that illustrates the effects of not following the Prescriptive Rules®, defines sexual and other types of harassment, and outlines the Duty to Act.

Topics:

- Unlawful harassment and discrimination
- Sexual harassment
 - Quid pro quo
 - Hostile work environment
- Duty to Act

Learning Points:

- Sexual harassment is a serious business issue.
- Behavior does not have to be egregious to contribute to a hostile work environment.
- All forms of harassment and inappropriate behavior require management intervention.
- Inaction implies that harassment is not a serious business issue and/or that the organization condones the behavior.

“Brilliant Diagnosis” – 20 minutes

Disruptive Behavior

A video-based exercise in which participants analyze disruptive behavior and its effect on the workplace.

Topics:

- Disruptive behavior
- Providing effective criticism
- Inclusion

Learning Points:

- Disruptive behavior is not an effective or acceptable management style or performance management method.
- Preferential treatment damages supervisor credibility.
- Behavior that is not illegal may still harm the workplace environment and put patients at risk.

“Tell Me More About That” – 20 minutes

Welcoming Environment

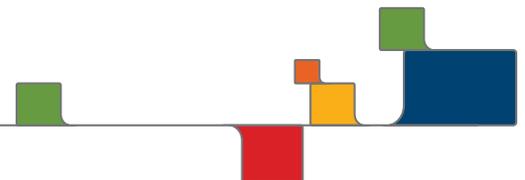
A text-based exercise in which participants learn how to create a welcoming environment with the Welcome Model® and apply what they have learned.

Topics:

- The Welcome Model®
- Creating a welcoming environment
- Difficult discussions

Learning Points:

- The Welcome Model® outlines how to create and maintain a welcoming environment where individuals feel comfortable raising concerns.
- Creating an environment where individuals are comfortable sharing their concerns is crucial to the organization's success.



“I Need To Talk To You.” – 20 minutes

Retaliation

A video-based exercise and discussion that discusses how to handle complaints and avoid retaliation.

Topics:

- Retaliation/protected protest
- Relevant policies

Learning Points:

- Retaliation occurs when an employee is disciplined or fired or his/her employment is adversely affected because he/she raised a complaint, participated in an investigation, or took legal action.
- You should never take adverse action against an employee for raising a complaint in good faith.

“When’s My Turn?” – 15 minutes

Inappropriate Mutual Banter

A video-based exercise that illustrates the effects of inappropriate mutual banter on the work environment, even when no formal complaints of inappropriate behavior are made.

Topics:

- Inappropriate mutual banter
- Communicating standards

Learning Points:

- Inappropriate mutual banter may negatively impact the work environment, teamwork, patient care, and the organization’s reputation and credibility.
- Inappropriate joking and other conduct based on race, sex, age, or other personal characteristics does not belong in the workplace, even if no one appears to be offended.

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