

# BEHAVIOR IDENTIFICATION CHECKLIST

## Advantages of a Negative Behavior Checklist

The purpose of this checklist is to provide our unit with a list of commonly known unacceptable, negative behaviors. It is intended to provide transparency of my expectations, our shared accountability to maintain positive behaviors, not settle for negative behaviors, and to strengthen our team.

### Verbal

- **Persistent complaining**
- **Ugly Speech:**
  - Gossip
  - Trash talk
  - Stirring the pot (patterns of comments designed to inflame negativism and anger between co workers).
- **Arguing** (For example arguing with the charge RN about an assignment or arguing with other departments about their actions). **It's not to say that you cannot discuss an assignment with the charge nurse.**
- **Verbal communication meant to demean a coworker/or the organization** ("You're stupid!!", "You're a jerk!!" "I hate this place!", "How come everything here is so screwed up?")
- **Negative sarcasm at the expense of coworkers, leadership, or the workplace in general**

(Nursing Management, 2013)

### Nonverbal

- **Actions demanding repeated instructions from a supervisor to complete a task**
- **Purposefully not being a team player:**
  - Not helping others
  - Not communicating as normally expected
  - Work slowdown (normal productivity isn't exhibited)
- **Creating tension into the workplace:**
  - Direct:** Hateful/mean behavior directed toward others who act in a manner contrary to the employee's expectations.
  - Indirect:** Exhibiting aggression through behavior and actions that give coworkers pause in interacting with the employee.
- **Aggressive handling of workplace items** (Slamming folders on a desk or slamming a door).
- **Performing visible actions that mimic a physical action** (Punching at a wall but halting the punch 2 inches from the actual wall).
- **Verbalizing an angry sign of frustration** ("Hrumph!").

(Nursing Management, 2013)

# BEHAVIOR IDENTIFICATION CHECKLIST

## (PAGE 2)

### What To Expect When These Behaviors are Exhibited:

Safe patient care and a healthy work environment are the most important aspects to our unit and we need to all hold ourselves accountable for maintaining a positive unit.

Not every situation is the same, therefore negative behavior shall be followed up with on a case-to-case basis. Below are the phases that will be utilized to address negative behaviors.

#### Phase 1

- 1 occurrence of any of these behaviors in one day may be a result of a “bad day” and will be followed up with friendly, professional feedback by the charge nurse.
- 2 occurrences may still be considered a “bad day”, and a friendly sit down may need to occur with the coordinator.

#### Phase 2

- 3 occurrences of the same, or similar negative behavior over time is a pattern and may require progressive discipline (RN’s will be asked if they want a union representative present during the meeting.)

#### Phase 3

- Serious events such as threats made to coworkers or supervisors may lead to immediately being removed from the unit, and possible termination.

This list, as a guideline & supplement to the facilities policies and standards, is provided to show transparency regarding negative behavior and how it may be dealt with in a professional, safe manner. The facilities Corrective Action Policies will be used to provide progressive discipline as needed.

Employee \_\_\_\_\_ Supervisor \_\_\_\_\_ Date \_\_\_\_\_