

[DEALING WITH DISRUPTIVE COLLEAGUES]



DISRUPTIVE BEHAVIOR

Words and _____ that cause _____

DISRUPTIVE VS. IMPAIRED

Disruptive behavior is different than suspicions of Impaired Behavior

Make sure you have and understand your _____ Physician Policy

PREVENTION

Regular _____ sessions can often prevent disruptive behavior

Reach out, take your _____ off and check in with them

Disruptive behavior can be a reaction to _____

DISRUPTIVE BEHAVIOR OFTEN GOES DEEPER

Trauma / _____ Low _____ Intelligence

Psychopath / _____ / Jerk

DEALING WITH DISRUPTIVE BEHAVIOR

Your job is to _____ the behavior and prevent it from _____

Watch for behavior that violates your Code of _____

And triggers the _____ Policy

DANGER:

When you act on behalf of your organization as an official member of the leadership team ... you are crossing a Leadership Line

FOLLOW ALL RULES, REGULATIONS, POLICIES, PROCEDURES or BYLAWS to the _____

If there are holes in the policies and procedures, request a _____ consult

Documentation will keep you out of _____

Follow all rules and document well and the _____ Legal Umbrella protects you

THREE FLAVORS OF DISRUPTIVE BEHAVIOR – The Sorting Hat

Based on the physician's response to you telling them about the behavior that needs to change

1) Chagrin – Mortified – Aghast - _____

This person gets a _____ Improvement Plan

Screen for and treat burnout

2) Hostility – Conflict – Dismissal

This person gets a Behavioral _____ Plan

Screen for and treat burnout

LEVEL ONE:

List behaviors that must _____ Provide coaching and frequent, specific

_____ at specific _____

LEVEL TWO:

Behavioral Modification Contract -- My way or the _____

Gives you grounds to _____ them for ongoing disruptive behavior

Many will _____ when asked to sign the contract

3) Lawsuit

This person demands immediate _____

They will _____ you You must _____ them

OUTREACH CONVERSATION CHECKLISTS

AS A COLLEAGUE

- Squeegee and Take your HAT OFF
- Come from your heart
- Informal
- No need to document

AS A LEADER

- Squeegee In
- Get permission
- Put your HAT ON - Tell them you are speaking as a leader
- Give the facts as you know them
- Describe the specific behavior
- Let them know it must stop
- Give them the policy
- Wrap it up
- Squeegee Out
- Hat Off – Squeegee to clear
- Document – per policy with additional personal notes if necessary

What is the most important thing you learned?

What is the first new action you will take as a result?

When?

NOTES:

Reference:

Necessary Endings – Dr. Henry Cloud

