Evaluation of a Workplace Bullying Cognitive Rehearsal Program in a Hospital Setting

1. To understand the scope of bullying in the hospital setting, it is necessary to know that a U.S. survey found that ____ of staff nurses reported being bullied at work.
   A. 25%.
   B. 46%.
   C. 70%.
   D. 35%.

2. One of the key features of bullying is that it:
   A. Causes physical damage that may not be apparent.
   B. Involves stronger persons finding weaker targets.
   C. Results in dysfunctional health care settings.
   D. Affects one's dignity at work.

3. Nurse administrators need to know that an organizational consequence of workplace bullying is:
   A. Isolation.
   B. Absenteeism.
   C. Strained relationships with family and friends.
   D. Maladaptive behaviors.

4. When devising a workplace bullying policy, which of the following must be included?
   A. Provisions for anonymity.
   B. How to report bullying.
   C. Progressive punitive steps.
   D. Mandatory training programs.

5. Which bullying behavior was most commonly experienced by the nurses in this study?
   A. Achievements and contributions disregarded.
   B. Personally being ignored.
   C. Being publicly humiliated.
   D. Having abilities questioned.

6. Who was found to be the major source of workplace bullying in this study?
   A. Physicians.
   B. Nurse managers.
   C. Peers.
   D. Nursing assistants.

7. When planning a workplace bullying training program for intensive care unit nurses, which of the following components should Marilyn Adams, the nurse educator, address first?
   A. Other terms for workplace violence.
   B. Definition of workplace bullying.
   C. Ways to recognize bullies.
   D. Expected behaviors of professionals.

8. One of the most difficult outcomes for the nurses in this study to achieve with the cognitive rehearsal training program seemed to be:
A. Increased confidence in defending oneself against a bully.
B. Better ability to identify bullying when it occurred.
C. Admission of having bullied others.
D. Increased knowledge about managing bullying behavior.

9. A coworker states, “I heard Sally talking to you about her sister. What did Sally say?” This is which type of bullying behavior?
   A. Failure to respect privacy.
   B. Backstabbing.
   C. Broken confidences.
   D. Sabotage.

10. All of the following statements about the behavioral intervention provided in the training program are true except:
    A. Confrontation must be immediate for it to be effective.
    B. Practice makes perfect; responses must be repeated frequently.
    C. Confrontation of the bully can be accomplished only by the target.
    D. Responses to common bullying behaviors were suggested interventions.

CNE QUIZ ANSWERS

1. C  6. C
2. D  7. B
3. B  8. A
4. B  9. A
5. A  10. D