CNE Quiz: Charge Nurses’ Experiences With Horizontal Violence: Implications for Leadership Development

1. Inappropriate work behaviors displayed between workers on the same level is referred to as:
   A. Disruptive behavior.
   B. Mobbing.
   C. Horizontal violence.
   D. Incivility.

2. Included in their multiple responsibilities, charge nurses have a strong influence on:
   A. Staff productivity.
   B. Health of the work environment.
   C. Staff retention.
   D. Growth of organizational outcomes.

3. Homer and Ryan (2013), Kalish et al. (2009), and Lewis (2006) reported that charge nurses lack the training and development needed for:
   A. Developing constructive interactions with colleagues.
   B. Managing patient and family issues.
   C. Analyzing and evaluating staff performance.
   D. Serving on interprofessional committees.

4. Charge nurses may inadvertently bring horizontal violence into the work culture by:
   A. Discussing the topic openly with staff.
   B. Promptly addressing issues that arise.
   C. Asking experts on horizontal violence to staff meetings.
   D. Role modeling inappropriate behaviors.

5. The Joint Commission recognizes horizontal violence and similar workplace behaviors as a threat to:
   A. Staff well-being.
   B. Retention rates.
   C. Culture of safety.
   D. Delivery of care.

6. Charge nurses are at risk for horizontal violence due to their:
   A. Perceived lack of role authority.
   B. Level of clinical experience.
   C. Relationship to staff levels.
   D. Connection with the nurse manager.

7. The authors reported that the most frequent type of horizontal violence experienced by charge nurses was:
   A. Physical and psychological threats.
   B. Emotional and verbal behaviors.
   C. Disrespect and hostile aggression.
   D. Silence and withdrawal.
8. A behavior experienced by the study participants that may impact patient care and outcomes, potentiating horizontal violence and leading to inability to manage unit responsibilities is:
   A. Questioning competence.
   B. Challenging authority.
   C. Refusing assignment.
   D. Withholding information.

9. Stoddart et al. (2014) reported that role clarification increases:
   A. Leadership skills.
   B. Feelings of authority.

10. An educational topic to help charge nurses in addressing horizontal violence is:
    A. Conflict management.
    B. Culture of safety.
    C. Clinical experience.
    D. Charge responsibilities.

CNE QUIZ ANSWERS

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