

Course Outcome #2 Competency:

d. Identify examples of conflict and describe possible solutions.

Tool: Horizontal Hostility

Review the 10 most frequent forms of horizontal hostility in nursing practice:

1. Nonverbal innuendo (raising of eyebrows, face-making).
2. Verbal affront (covert or overt, snide remarks, lack of openness, abrupt responses).
3. Undermining activities (turning away, not available).
4. Withholding information (practice or patient).
5. Sabotage (deliberately setting up a negative situation).
6. Infighting (bickering with peers).
7. Scapegoating (attributing all that goes wrong to one individual).
8. Backstabbing (complaining to others about an individual and not speaking directly to that individual).
9. Failure to respect privacy.
10. Broken confidences.

Answer the following questions:

1. Give three examples of the above listed horizontal hostility behaviors you have witnessed in the clinical area. Give examples from each of the clinical areas for this semester.
2. Describe how the nurse responded to each of these situations.
3. Explain your impression of the effectiveness of the nurse's response.
4. Offer possible solutions to the horizontal hostility you witnessed.

Rubric for Horizontal Hostility

Performance Criteria	S	NI	U
Clearly describes the horizontal hostility witnessed.	Clearly describes the horizontal hostility witnessed.	Description of the horizontal hostility witnessed are vague and unclear.	Unable to describe any horizontal hostility witnessed.
Offers solutions to resolve the horizontal hostility.	Clearly and accurately describes solutions for resolving the horizontal hostility.	Identifies some but not all possible solutions for resolving the horizontal hostility.	Unable to describe solutions for resolving the horizontal hostility.