



**Patterns of abuse and workplace bullying**  
**Anne Evans-Murray**

Having an understanding of patterns of abuse gives the target power to manage a difficult situation. Aggression differs from bullying. Someone can be aggressive but not a bully. A bully will repeatedly challenge, undermine and criticise their target. The end result is the target will feel they are inadequate and incompetent and confused by what is happening. Bullying not only affects the individual it causes a drop in morale, patient care is affected and the health of the target will be affected or they will resign. Aggressive behaviour from patients and relatives often results in the target reacting instead of responding. This session will follow on from the concepts on assertion in the earlier session. Knowledge of the psychological games of the bully gives us power.