



# From Surviving To Thriving

STRATEGIES TO ELIMINATE TOXIC WORKPLACES

JILL WEISENSEL, M.S.

# ***YOU'RE NOT JUST IMAGINING THIS***

**Toxic environments are rarely loud at first. They grow quietly through patterns:**

- **Unclear expectations during busy shifts**
- **Conflict that gets ignored instead of addressed**
- **Gossip, side conversations, eye-rolling, or dismissive comments**
- **"Rules for some, not for others"**

***"What's one behavior at work that feels 'normal' now—but probably shouldn't?"***



# WHY TOXIC WORKPLACES CREATE RISK

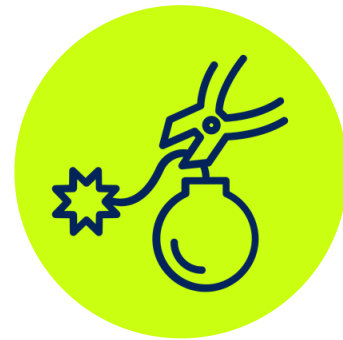
Toxic workplace behavior increases turnover, burnout, and mistakes by disrupting communication when teams are already under pressure. When disrespect goes unaddressed, people stop speaking up, problems get missed, and risk goes up. Culture isn't about feelings—it directly affects safety and performance.



## Staff Retention and Burnout

When disrespect and unresolved conflict are ignored, good staff leave and the rest carry the load.

**Example:** *One employee carries extra workload while accountability gaps remain—and the person who cares most is the one who leaves.*



## Patient Safety and Quality of Care

Silence increases risk and lowers care quality.

**Example:** *A concern during a handoff goes unspoken to avoid conflict, and critical information is missed.*



## Compromised Communication Under Stress

Stress exposes weak communication fast.

**Example:** *During a rushed shift, assumptions replace clarity and small errors stack up.*



# TOOLS TO SHUT TOXICITY DOWN FAST

**Recognize  
Intervention  
Moments**



**Simple,  
Non-Escalating  
Language**

**Set  
Boundaries  
Without  
Blowback**

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***WHAT "HEALTHY"  
LOOKS LIKE***



**CLEAR  
EXPECTATIONS**

**PSYCHOLOGICAL  
SAFETY**

**LEADERS  
WHO  
ACT  
EARLY**

**ACCOUNTABILITY  
WITHOUT  
HUMILIATION**

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## **SETTING CLEAR EXPECTATIONS**



### **Say the standard out loud.**

Don't assume everyone "knows"—briefly state expectations during huddles, handoffs, or task assignments.



### **Clarify Responsibility in the Moment.**

Use quick check-ins like, "Who's handling this?" or "What does 'done' look like here?"

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## PSYCHOLOGICAL SAFETY



**Respond neutrally when someone speaks up.**

*Even a simple “Thanks for flagging that” signals it’s safe to raise concerns.*



**Ask for input before problems escalate.**

*Phrases like “What am I missing?” invite participation without pressure.*

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## ACCOUNTABILITY WITHOUT HUMILIATION



### Address issues privately and early.

*Pull someone aside as soon as possible instead of correcting them publicly or letting it fester.*

### Focus on the situation, behavior, and impact.

*Stick to what happened and why it matters, not assumptions about intent.*

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**LEADERS ACT  
EARLY**



**Intervene at the first sign of drift.**

*Eye rolls, dismissive comments, or avoidance are cues to step in before they grow.*



**Close the loop.**

*Let people know when an issue has been addressed so silence doesn't feel like inaction.*

# LET'S BE HONEST

## SOMETIMES WE CAN BE PART OF THE PROBLEM

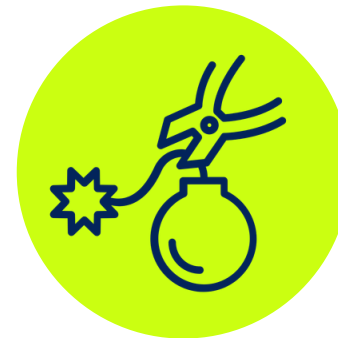
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Most people don't set out to make work miserable. But stress, burnout, and unchecked habits can quietly turn into behaviors that impact others. Real culture change starts with the willingness to look inward before pointing outward.



**Are you consistently setting your best foot forward...**

...and presenting the most professional version of yourself?



**When you walk into a room, does it get better, or worse?**

Are people genuinely happy that you are there?



**Are people safer because you are there?**

Does the space get emotionally and physically safer for everyone?

# ALWAYS BE RESPONSIBLE FOR THE ENERGY YOU BRING INTO A SPACE

Your behavior is never neutral. What you bring into a space does not stop with you.

BEHAVIOR DRIVES  
CULTURE.



CULTURE DRIVES  
OUTCOMES.



*"OUR BEST  
BEGINS  
WITH ME."*

# **YOUR PRESENCE IS YOUR POWER**

**What you  
permit,  
you  
promote.**

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**Doing  
nothing is  
never a  
neutral  
option.**

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**Nothing  
changes  
if nothing  
changes.**

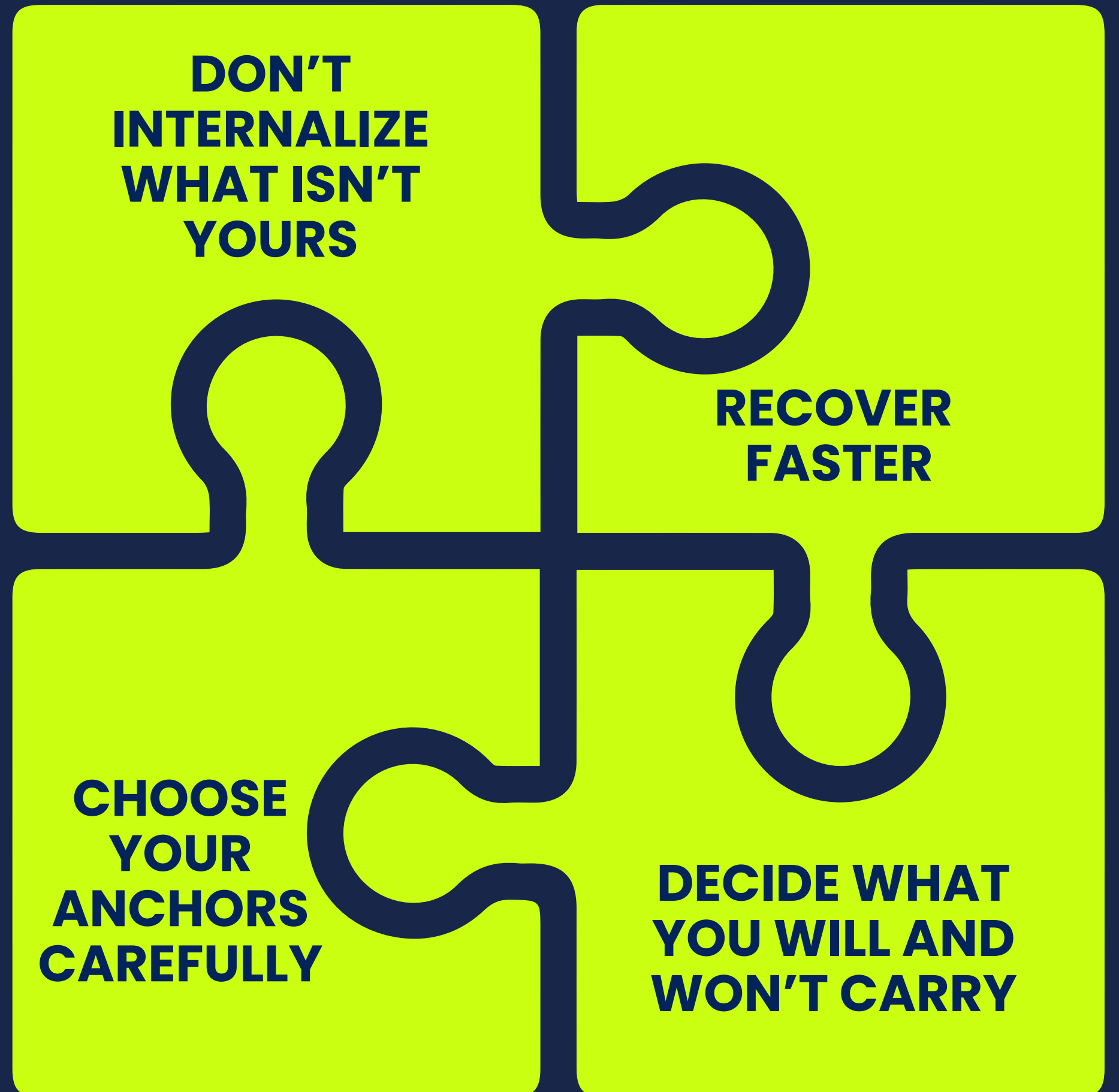
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**YOUR PRESENCE  
IS YOUR POWER**



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## ***BUILDING PERSONAL RESILIENCE***



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**DON'T INTERNALIZE  
WHAT ISN'T YOURS**



**Name what's systemic vs personal.**

*"This isn't about my competence—it's about understaffing / unclear roles / bad processes."*



**Mentally return responsibility.**

*"I'll can and will own my actions, not other people's behavior."*

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**RECOVER FASTER**



## **Name it quickly.**

*"That moment rattled me and took more out of me than I expected."*



## **Use short resets:**

- *Deep breath or breaths*
- *A short walk to a different space*
- *A brief mental reset before the next task*



## **Don't stack moments.**

*One bad interaction doesn't get to ruin the rest of the shift.*

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**DECIDE WHAT YOU  
WILL AND WONT  
CARRY**



## **Role clarity boundaries.**

*"This is within my role. That is not."*



## **Behavior boundaries.**

*"I'll address disrespect once. I won't absorb it repeatedly."*



## **Time boundaries.**

*Mentally "clock out" conversations you can't resolve today. Make a note if needed and move on.*

# From Surviving To Thriving

**CHOOSE YOUR  
ANCHORS CAREFULLY**



✓ **Identify safe coworkers.**

*People who are calm, fair, and grounded.*

✓ **Limit exposure to chronic negativity.**

*Venting isn't the same as processing.*

✓ **Use micro-support.**

*A quick check-in, not a 20-minute spiral.*

***You do not have to control the environment to protect your peace in it.***

**Resiliency is about staying grounded, clear, and capable—even when the system isn't.**

# Questions & Takeaways



 [jill@atlastrainingandconsulting.com](mailto:jill@atlastrainingandconsulting.com)

 [atlastrainingandconsulting.com](http://atlastrainingandconsulting.com)



# Psychological Safety at Work: Barriers and Solutions

Unsafe Factors	Fix it With	Respectful Openers
<b>Fear-based leadership</b> → <i>Employees stay silent, mistakes go unreported.</i>	<b>Model the Standard:</b> - Lead with steadiness under pressure - Use clear + respectful communication - Admit mistakes openly	<i>"I may not have all the answers—what do you see that I might be missing?"</i>  <i>"I appreciate you speaking up; let's look at this together."</i>
<b>Bullying, lateral, and vertical violence</b> → <i>Undermines trust, creates anxiety.</i>	<b>Stop Toxic Behavior in Its Tracks:</b> - Call out gossip/exclusion - Address repeat patterns - Uphold a culture of respect	<i>"Behavior that undermines safety has no place here."</i>  <i>"I want to make sure everyone here feels respected. Let's reset."</i>
<b>Role ambiguity &amp; overload</b> → <i>Confusion and burnout.</i>	<b>Streamline to Succeed:</b> - Clarify priorities in real time - Provide role clarity - Reduce noise/pause or delegate nonessential work	<i>"Let's clarify the top priorities so your energy goes where it matters most."</i>  <i>"I hear the workload is heavy—what can I take off your plate or delegate?"</i>
<b>Lack of open dialogue</b> → <i>Ideas stall, morale drops.</i>	<b>Build Trust through Daily Behaviors:</b> - Invite input in meetings - Praise publicly, counsel privately - Encourage respectful disagreement	<i>"What ideas haven't we tried yet?"</i>  <i>"I'd like to hear a different perspective—who sees this another way?"</i>
<b>Unmet basic needs</b> → <i>Employees disengage and withdraw.</i>	<b>Support Emotional &amp; Psychological Needs:</b> - Normalize wellness resource use - Check in with team early and often - Provide role clarity	<i>"How are you holding up outside of work?"</i>  <i>"Do you feel you have what you need to succeed in this role?"</i>

***“This is a story about four people named Everybody, Somebody, Anybody, and Nobody. There was an important job to be done and Everybody was sure that Somebody would do it.***

***Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody’s job.***

***Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn’t do it.***

***It ended up that Everybody blamed Somebody when Nobody did what Anyone could have.”***