

## Annotation

Key words: mobbing, bossing, psychical terror, aggressivity, conflict, team of nurses, human relations at the workplace. specialized working teams

This bachelor dissertation is aimed on the psychical terror on the medicinal workplaces. Its purpose is to recognize the problems of the mobbing in highly specialized teams of people, rendering the care at the intensive medicine workplaces. It is no doubt about the fact, that relations among people can be dangerous at the moment, when somebody takes the advantage of superior position to systematic intervention into the professional and private life of other people.

In the theoretical level I am concentrated on the utterances, reasons and the course of mobbing process. I give attention to the psychology of the victim and of the culprit I also want to draw near the possibilities of the prevention and the solution of this problem.

The core of the dissertation is in the quantitative research in form of the questionnaire. This searching discloses real as well as potential victims of mobbing activities in the nurse - teams of the intensive care. Searched example of the respondents are the nurses from 11 departments of the Faculty Hospital at Hradec Králové. Each department is examined separately.

The empiric part shows concrete types of aggressive acts of the colleagues or superiors attacking the victims. It also verifies the influence of permanent composition of the working team on the development of mobbing. The respondents inform about their experiences, opinions and consequences of this problem. This research documents the existence of the victims at all examined workplaces. The victims are among nurses in the leading as well as other positions. The role of management has still reserves in the prevention and solving this type of violence at the workplaces.