

EQUAL EMPLOYMENT OPPORTUNITY ACADEMY



2015

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A Deeper Look at Bullying in the Workplace

Facilitators:

Debora Branham, Assistant Benefits Administrator

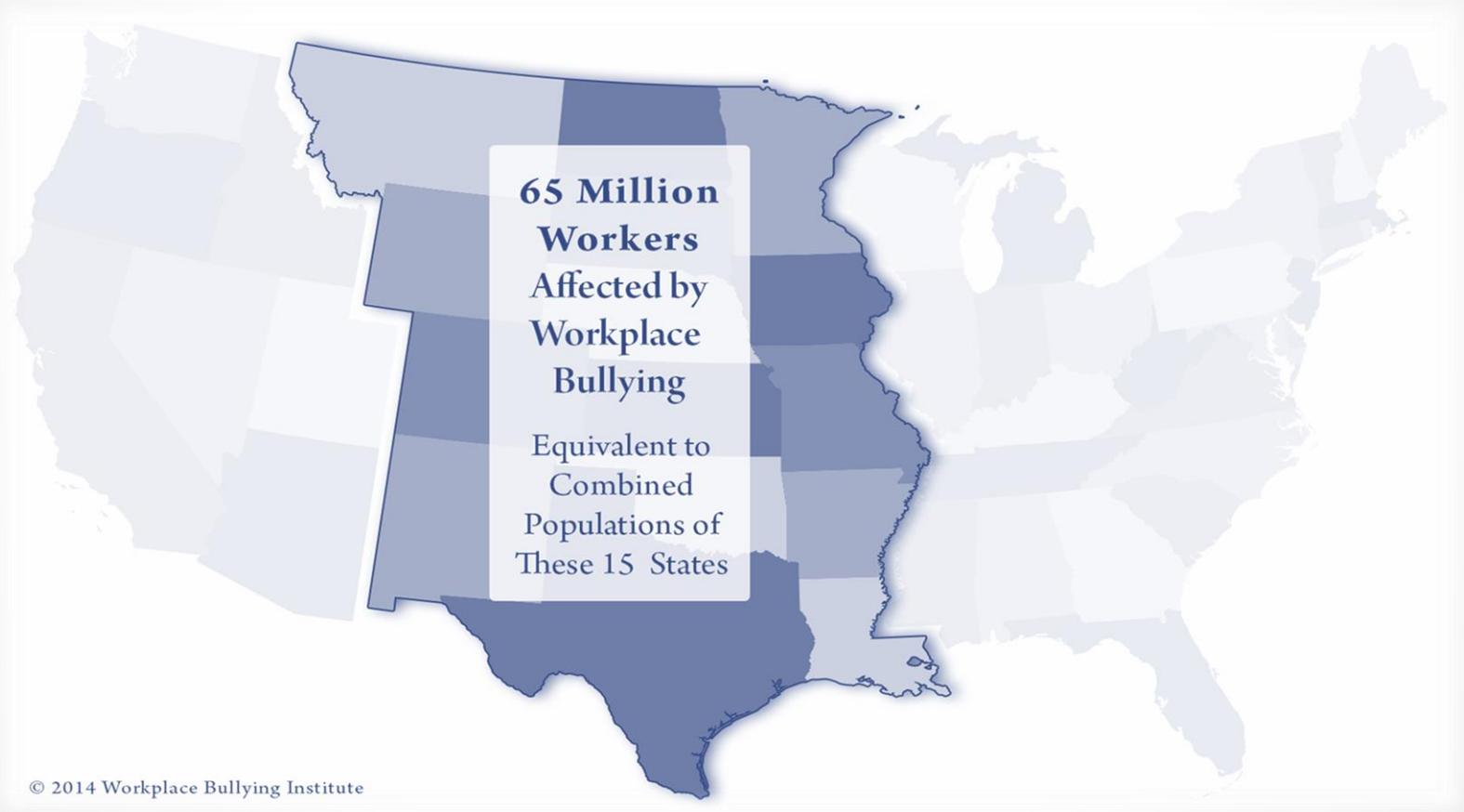
Roderick Cheatham, Training Program Manager

Quote...

“Bullying is the sexual harassment of 20 years ago; everybody knows about it, but nobody wants to admit it.”

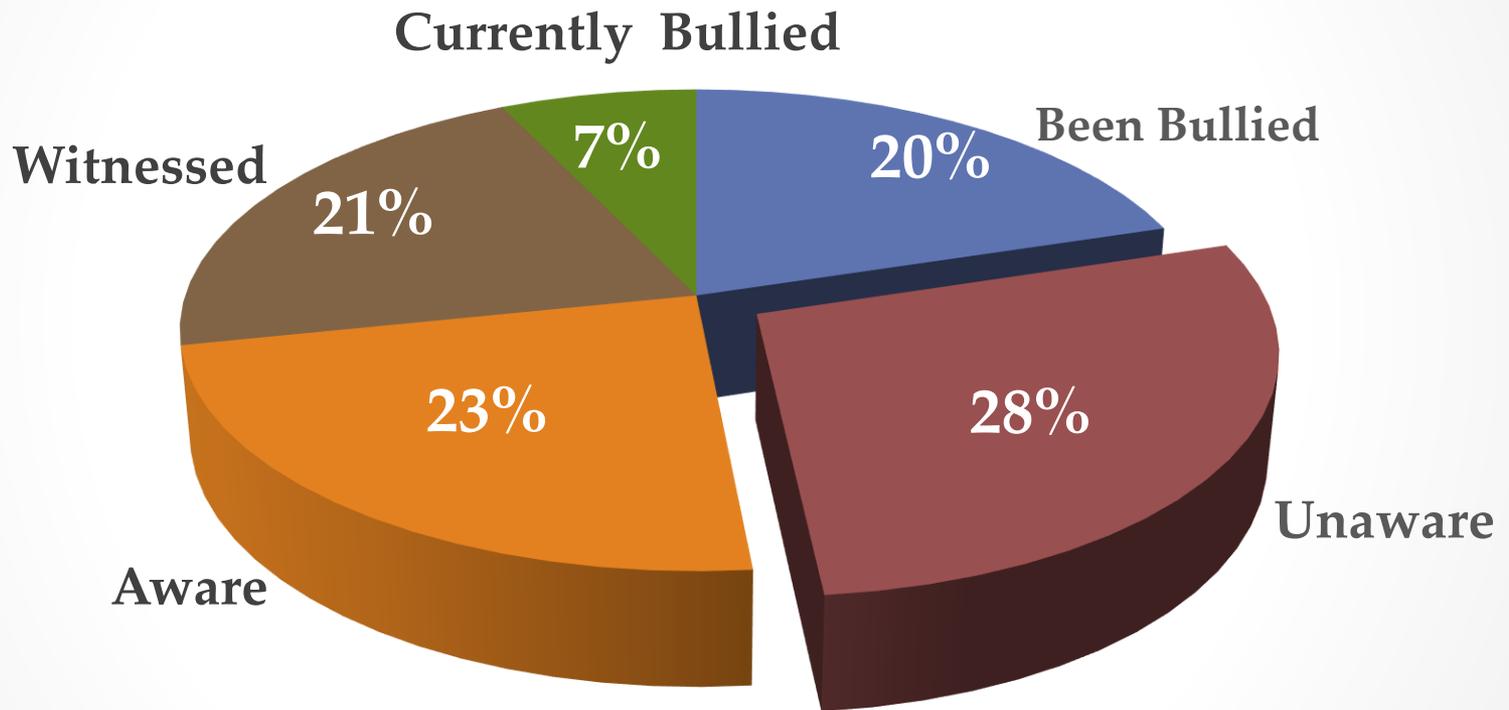
*~Lewis L. Maltby
President, National Workrights Institute*

A Different Perspective



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Statistics on Workplace Bullying



Source: 2014 WBI U.S. National Survey Results

Employee Statistics

2014 RACE AND THE BULLYING EXPERIENCE

Race	Direct	Witness	Affected
Hispanic	32.5%	24.4%	56.9%
African American	33.0%	21.1%	54.1%
Asian	33.3%	19.4%	52.8%
White	24.1%	20.2%	44.3%

Bosses are still the majority of bullies!

Source: Workplacebully.org 2014 Workplace Bullying Institute

Session Objectives

1

Define workplace bullying, recognize bullying behaviors & tactics

2

Understand the difference in workplace bullying and harassment

3

Explore how to confront and stop workplace bullying

4

Examine the impact of bullying to the organization, employee and family

5

Review tips for dealing with workplace bullying

Objective 1

A Definition

“The repeated mistreatment of one or more employees with a malicious mix of **humiliation, intimidation** and **sabotage** of performance. It is the **deliberate, hurtful, repeated mistreatment** of employees driven by a design to control.”

Source: Workplace Bullying and Trauma Institute

Objective 1

A Definition

Bullying is a pattern of aggressive behaviors by an individual or group intended to cause physical or emotional pain to achieve control...

The 'primary gain' = gratification by the act of dominance

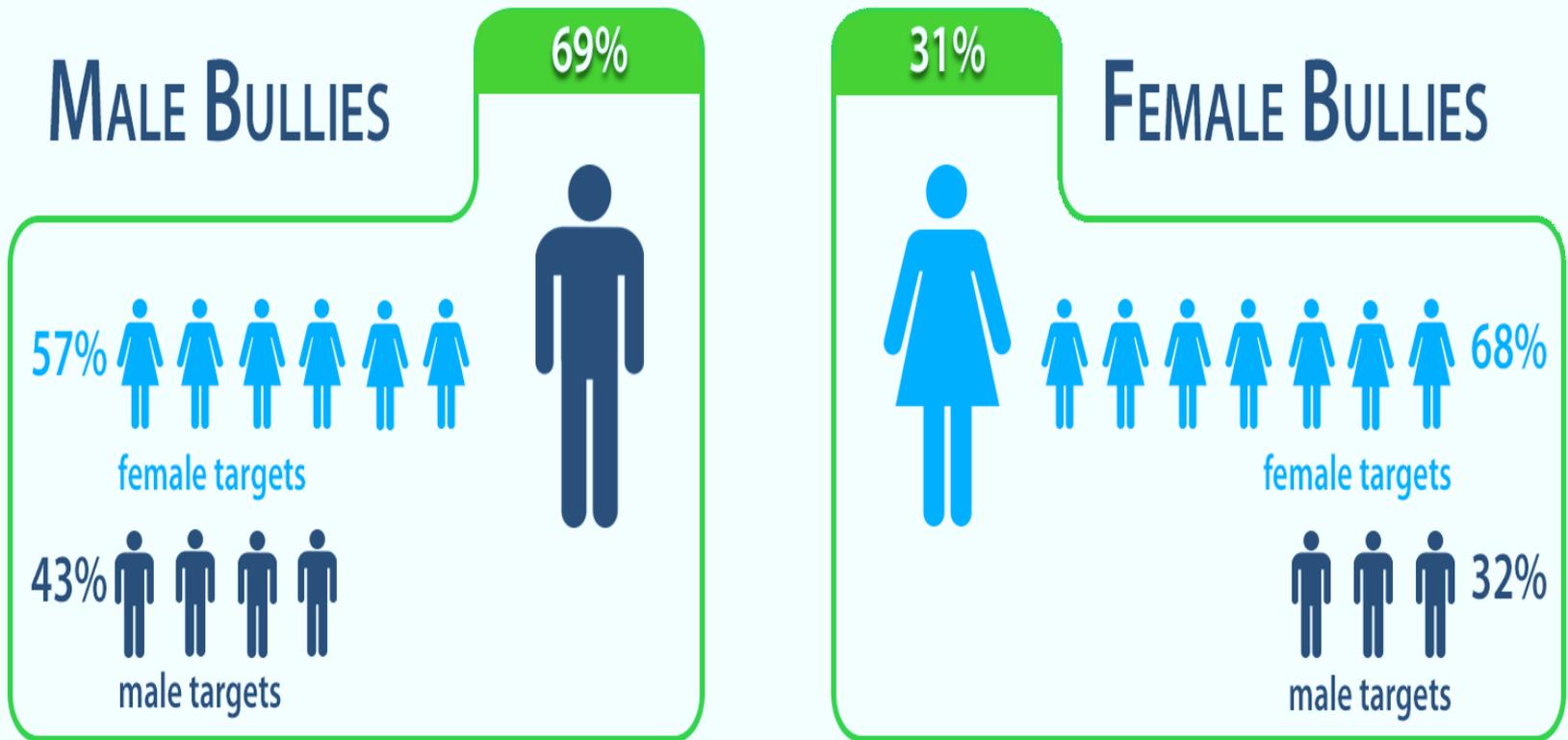


Objective 1

Recognizing Bullying Behaviors & Tactics



Who do Bullies Target?



Who are the Targets?



Less confrontational



Ethical, honest, independent



Likeable and social



Greater emotional intelligence

Bullying Behaviors/Tactics

Obvious...

- Public humiliation
- Yells, shouts and screams
- Insults, being put down
- Malicious gossiping
- Name calling
- Spreads harmful rumors
- Threatening emails or notes
- Overt threats, aggression or violence

Less Obvious...

- Not being invited to meetings
- Issuing unreasonable performance demands
- Withholding important information
- Instigating complaints from others
- Undermining success
- Setting an employee up to fail

Objective 2

Bullying vs. Harassment Is there a Difference?



Difference in Bullying vs. Harassment

- Workplace **bullying** is considered inappropriate and unacceptable behavior, but it *is not prohibited by any federal or state law.*
- **Harassment** is covered by Title VII of the Civil Rights Act and under state fair employment laws pertaining to discrimination and harassment. *Harassment is illegal.*

Bullying Akin to Domestic Violence

“Being bullied at work most closely resembles the experience of being a battered spouse. The abuser inflicts pain when and where she or he chooses, keeping the target (victim) off balance knowing that violence can happen on a whim, but dangling the hope that safety is possible during a period of peace of unknown duration. The target is kept close to the abuser by the nature of the relationship between them --husband to wife or boss to subordinate or co-worker to co-worker.”

Source: Workplace Bullying Institute

Check-in Activity: Workplace Bullying vs. Harassment

Is the behavior workplace bullying or harassment?

Scenario #1

Tom unit manager calls Sally one of the production worker, “sweetie” in team meeting, where most of her co-workers are men. He calls her out and tells her she continues to make more mistakes than anyone else. He later calls her into his office and offers her a clerical job if she would just go out with him.

Check-in Activity:

Workplace Bullying vs. Harassment

Is the behavior workplace bullying or harassment?

Scenario #2

Jamie manages the customer service department, sends rude and threatening emails to Mike, his employee. He blames him for causing the unit to fall below standard and he continues to tell him that he is going to fire him, if he can't meet goal. He stares at him and ridicules him when he ask questions in team meetings.

Objective 3

Confront & Stop Workplace Bullying





What laws are in place to confront workplace bullying?

How to Confront & Stop Workplace Bullying



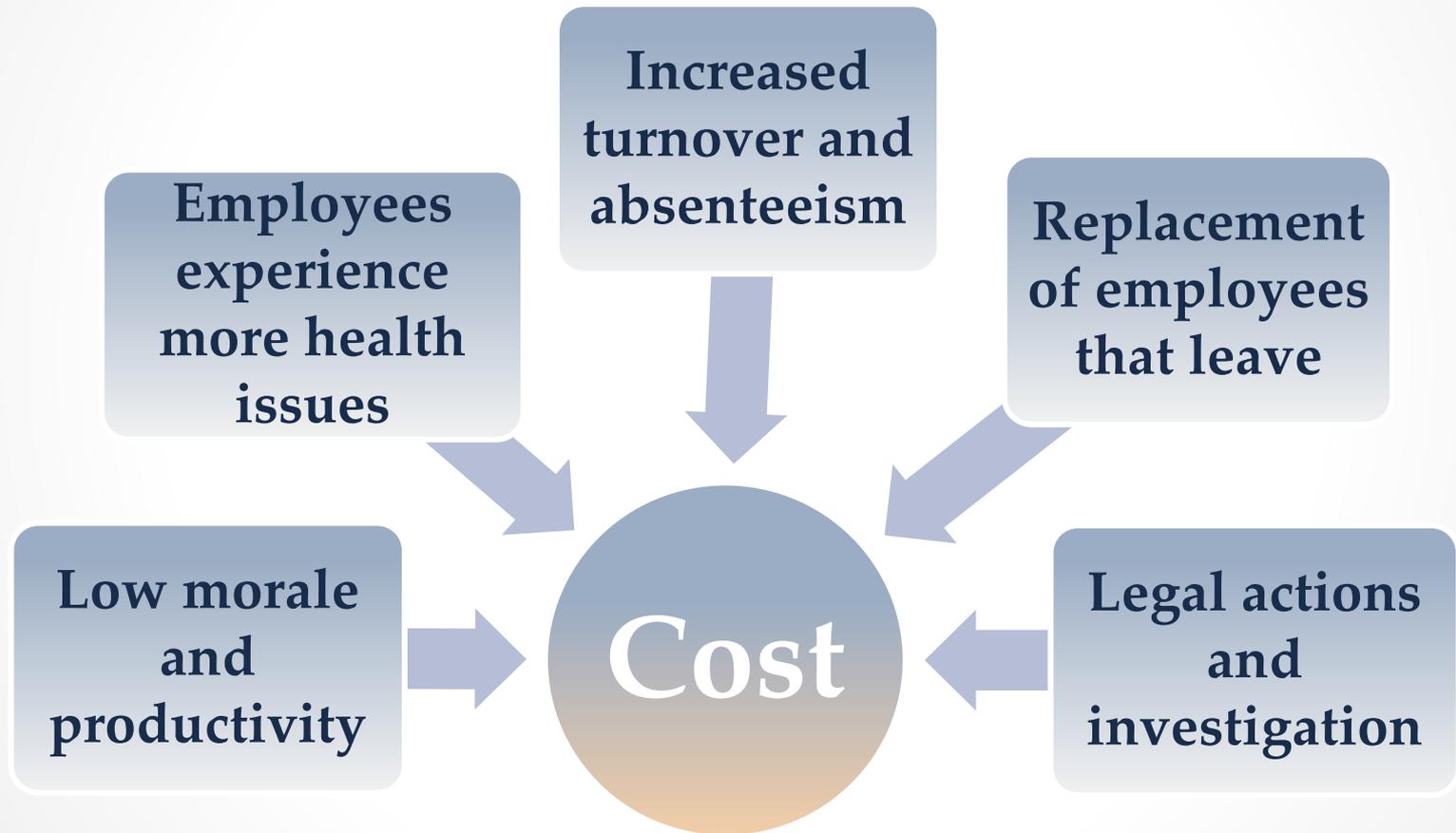
- Develop a zero tolerance anti-bullying policy
- Encourage management to take an active part
- Provide training for **EVERYONE** on workplace bullying...*encourage reporting*
- Establish and communicate the process for reporting, investigating and resolving complaints
- Address bullying complaints **IMMEDIATELY**
- Conduct periodic employee attitude surveys to determine if workplace bullying is not being reported

Objective 4

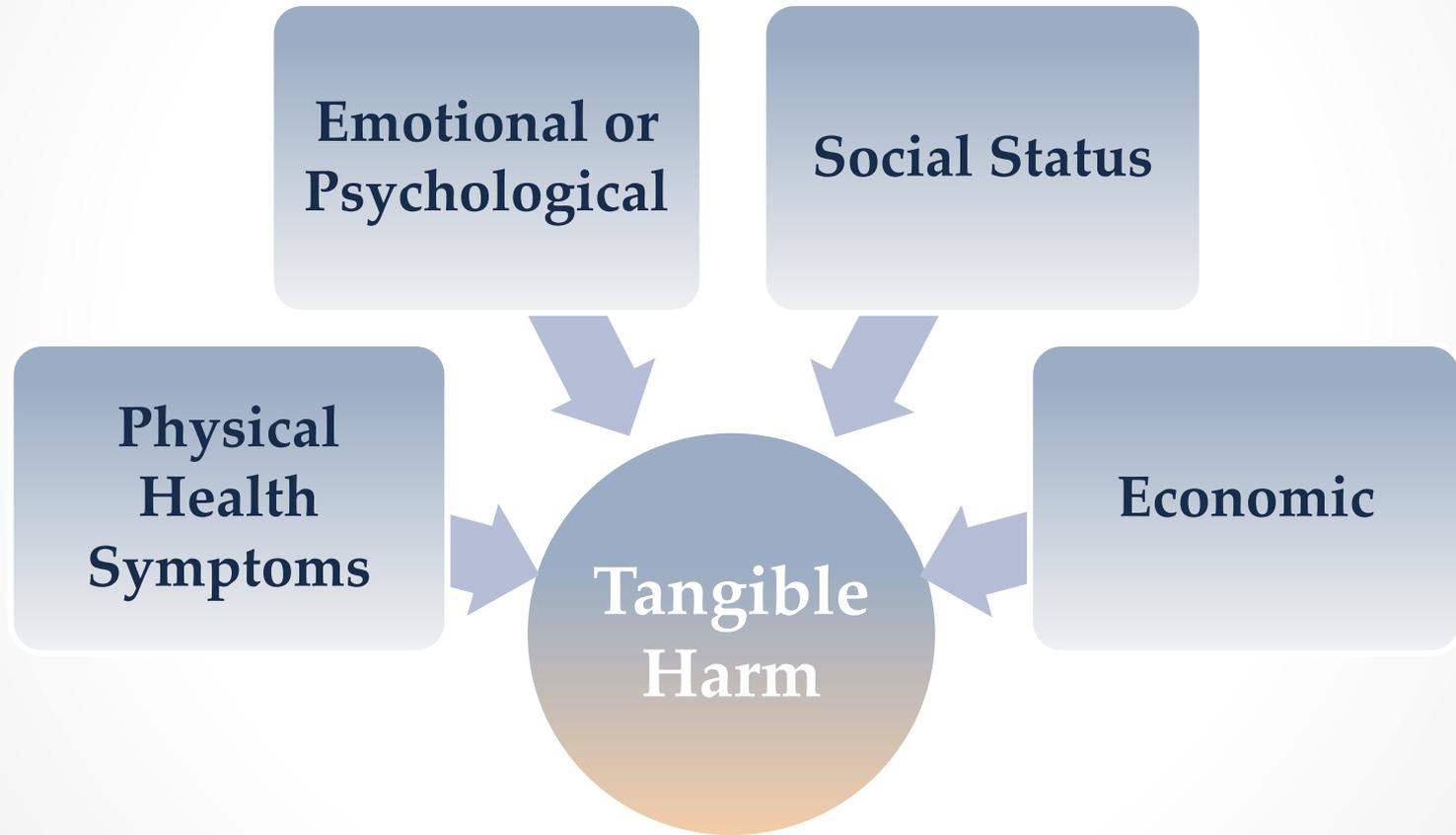
Examine the Impact of Bullying



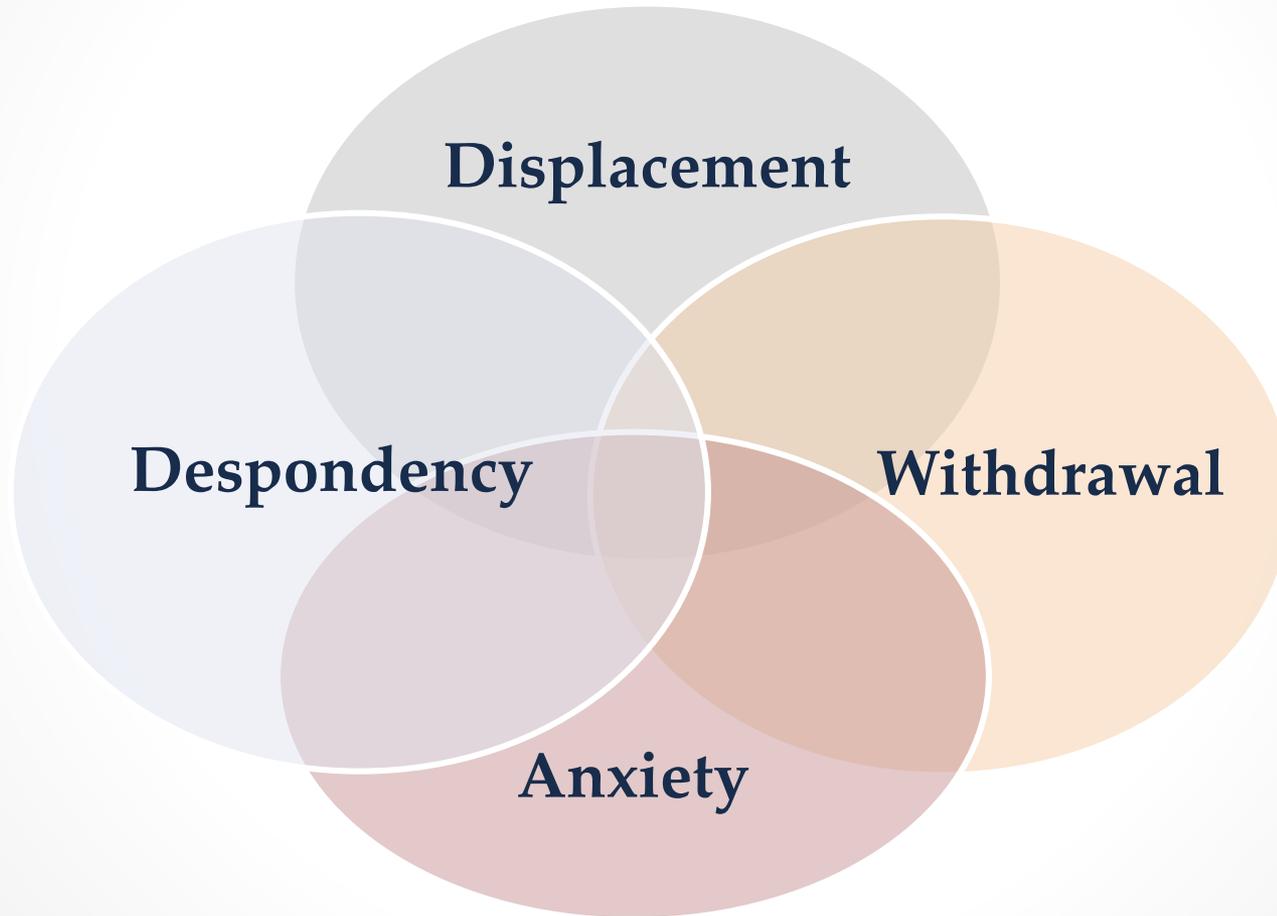
Impact to the *Organization*



Impact to the *Employee*



Impact to the *Family*



Objective 5

Workplace Bullying Tips

Dealing
With Bullying



Workplace Bullying Tips

What can an employee do?



Stop feeling
ashamed / regain
control



Focus on your
health



Be pro-active to
get results



Discuss the
situation



Minimize
interactions with
the bully



Seek other
employment

Bullying Activity: Role Play (10 minutes)

Instructions:

In the following role play you will be the bystanders observing workplace bullying.

As you listen to the dialogue consider the following three debriefing questions:

1. How was Samantha impacted by the bullying?
2. What bullying behaviors/tactics did Mike use on Samantha?
3. What other steps could Samantha have taken before, during and after this event?

Bullying Activity: Role Play

Scenario:

A female co-worker (Samantha) is being bullied at work by her male boss (Mike). For the past several weeks, Mike senses that Samantha feels that she knows more about his new role than he does, so he wants to show her who's the "boss" at every opportunity.

Today, as a session participant, you will join in on the weekly team meeting with Mike, Samantha and the rest of the team.

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Review of Key Points

Today we...

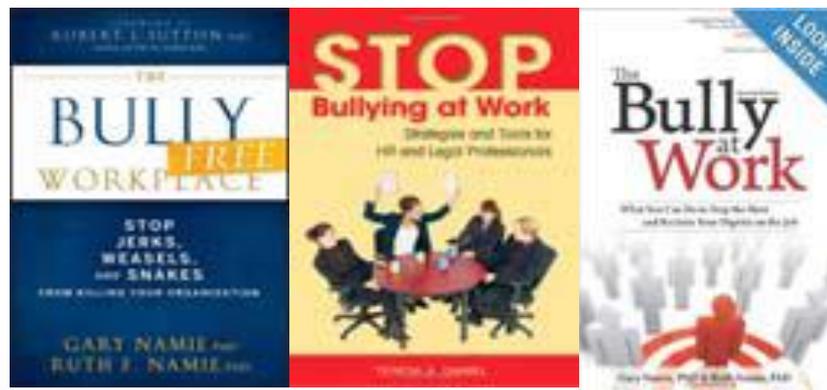
- Defined workplace bullying, recognized bullying behaviors & tactics.
- Discussed the differences between workplace bullying and harassment.
- Explored how to confront and stop workplace bullying.
- Examined the impact of bullying to the organization, employee and family.
- Reviewed tips for dealing with workplace bullying.

REMEMBER...
STOP THE BULLYING
NO ONE DESERVES
TO FEEL WORTHLESS!

Questions

Resources & References

- <http://www.healthyworkplacebill.org/states.php>
- <http://www.workplacebullying.org/individuals/impact/mental-health-harm/>
- <http://www.workplacebullying.org>
- <http://www.workplaceBullyingandTraumaInstitute>





Thank you for your
attention!

Contact Information



For additional information or assistance:

1-800-221-6327 (6EAP)

or 614-644-8545

(Franklin County only)

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