A Deeper Look at Bullying in the Workplace

Facilitators:
Debora Branham, Assistant Benefits Administrator
Roderick Cheatham, Training Program Manager
“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

65 Million Workers Affected by Workplace Bullying
Equivalent to Combined Populations of These 15 States

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Statistics on Workplace Bullying

Source: 2014 WBI U.S. National Survey Results

- Currently Bullied: 28%
- Been Bullied: 20%
- Witnessed: 21%
- Aware: 23%
- Unaware: 7%

Source: 2014 WBI U.S. National Survey Results
# Employee Statistics

## 2014 RACE AND THE BULLYING EXPERIENCE

<table>
<thead>
<tr>
<th>Race</th>
<th>Direct</th>
<th>Witness</th>
<th>Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic</td>
<td>32.5%</td>
<td>24.4%</td>
<td>56.9%</td>
</tr>
<tr>
<td>African American</td>
<td>33.0%</td>
<td>21.1%</td>
<td>54.1%</td>
</tr>
<tr>
<td>Asian</td>
<td>33.3%</td>
<td>19.4%</td>
<td>52.8%</td>
</tr>
<tr>
<td>White</td>
<td>24.1%</td>
<td>20.2%</td>
<td>44.3%</td>
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</tbody>
</table>

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
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?

Male Bullies

69%

57% female targets

43% male targets

Female Bullies

31%

68% female targets

32% male targets
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
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.*
“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.”

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

- Increased turnover and absenteeism
- Replacement of employees that leave
- Legal actions and investigation
- Low morale and productivity
- Employees experience more health issues

Cost
Impact to the Employee

- Emotional or Psychological
- Social Status
- Physical Health Symptoms
- Economic

Tangible Harm
Impact to the Family

Displacement
Despondency
Withdrawal
Anxiety
Objective 5

Workplace Bullying Tips

Dealing With Bullying
Workplace Bullying Tips

What can an employee do?

- Stop feeling ashamed / regain control
- Be pro-active to get results
- Minimize interactions with the bully
- Focus on your health
- Discuss the situation
- Seek other employment

OhioDAS Human Resources Division
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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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.workplacebullying.or/individulas/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)

www.ohio.gov/eap
OEAP@das.ohio.gov

Optum Behavioral Solutions at 1-800-852-1091