

Workplace Bullying Prevention Made Simple Facilitator's Guide





Getting Started:

Workplace bullying has been around for generations, however only just recently has the cost of this unfortunate tradition been quantified. Some experts estimate the cost of downtime and employee turnover as a result of bullying to run into the billions. In fact, most studies show that 50% of employees have either witnessed or been a victim of bullying at work.

Workplace bullying of any type is truly unacceptable. Psychologists have compared the effects of bullying on victims as similar to post-traumatic stress disorder. The stress of bullying manifests into real physical and mental health issues. It destroys creativity by robbing some of the brightest employees of a voice in the organization. It increases employee turnover - bullied employees are three times more likely to leave a job than non-bullied employees. Lastly, it spreads like wildfire through organizations - destroying them from within. Bullying is like a virus – it spreads exponentially when it's allowed to flourish.

Stress the seriousness!

The participants will key off you and decide if the organization is serious about stopping bullying.

- Put the participants at ease.
- Stress the seriousness of the topic.
- Be firm and don't laugh or smile at jokes. Participants will key off of you!

The Effects of Workplace Bullying

- Employee turnover
- Lost productivity
- Low company-wide morale
- Destroys creativity
- Cost to employee health
- Destroys organizational reputation

Question: Ask the participant's to list some of the effects of workplace bullying.

What is Workplace Bullying?

Bullying is hostile, aggressive or unreasonable behavior perpetrated against a co-worker. In general, bullying is a continuous activity. It occurs over time and involves a variety of tactics. However, even single instances of bullying are unacceptable.

Bullies generally bully for two reasons:

- To embarrass and humiliate or
- To expand their power and influence.

Bullying can be peer-to-peer or it can be perpetrated by managers or supervisors who take advantage of their positions of power. As a matter of fact, most studies show that 70-80% of workplace bullying is done by managers or supervisors. The power differential between a manager and subordinate employee makes it difficult for a bullied employee to speak up or report the activity.

Bullying can be tough to spot because workplace bullies sometimes work within the confines of organizational policies and rules. Their behaviors are subtle but also very damaging and real. The key to understanding bullying is "hostility". Bullying behavior is hostile. Whether the behavior is overt, covert, subtle or demonstrative it is hostile in nature.



Bullying Behaviors:

Bullying can be physical, verbal, non-verbal or psychological. It can occur face-to-face, on the phone or online and be perpetrated by groups of employees or by individuals. The following behaviors are considered workplace bullying and are not tolerated in any organization.

- The use of inappropriate language, put-downs, insults and name-calling.
- Taunting, teasing or making jokes about a co-worker when the intent is to embarrass and humiliate.
- Sabotaging another employee's work or copying, plagiarizing or stealing work from a co-worker and passing it off as your own.
- Deliberately denying co-workers the resources necessary to do their jobs effectively.
- Yelling, screaming, sarcasm, or other verbal abuse with the intent to threaten, intimidate or humiliate.
- Menacing a co-worker with threatening looks, gestures and body language.
- Hazing or initiations that seek to physically or psychologically embarrass or humiliate a new co-worker.
- Unreasonably creating conflict or refusing to work with a co-worker.
- Physically threatening, shoving, striking, or touching a co-worker in an intimidating or inappropriate manner.
- Gossiping or spreading rumors about co-workers.
- The planting of false information or using private or confidential information to defame or destroy the reputation of a co-worker.
- Setting unrealistic standards and deadlines which are unachievable or that are arbitrarily changed without notice or reason.
- Giving excessive, unreasonable and unending amounts of work to a subordinate employee.
- Ignoring, ridiculing or belittling a co-worker's contribution or deliberately failing to

- acknowledge his or her good work.
- Giving unjustly negative performance appraisals or taking unwarranted disciplinary action.
- Singling out or treating a co-worker differently or holding a subordinate employee to different standards than his or her peers.
- Excessive, unneeded and negative micromanagement that undermines an employee's ability to do his or her job effectively.

Question: These behaviors are only an example of the many behaviors that constitute workplace bullying. Ask the participants to list as many behaviors as they can think of.



The Consequences of Workplace bullying

Because bullying has a devastating impact on a company's creativity, productivity and morale, there can be severe consequences for engaging in it.

It can result in disciplinary actions including written warnings, suspension, demotion and even termination. In addition, retaliation for a bullying complaint is strictly prohibited and could result in disciplinary actions up to and including termination.

This portion of the training is extremely important. Many bullies are simply bullies by nature and they cannot be stopped by appealing to their good nature or by empathy for their victims. These types of bullies need to understand the consequences of engaging in bullying behaviors.

Question: Ask the participants to list the consequences of bullying behavior. (make sure that you cover all of the disciplinary actions that could be used)



How Can You Stop Workplace Bullying? It's Simple.

- Treat co-workers with respect
- Treat co-workers fairly and equally
- Speak up when you witness bullying

Any witness or victim of workplace bullying should report the conduct to management or human resources.

The best way to eliminate bullying in the workplace is to remember the "Golden Rule" - treat co-workers exactly like you would like to be treated - with dignity, respect, fairness and equality.

After all, all employees deserve a workplace where they can do their jobs to the best of their abilities – a workplace free of fear and full of respect.

Question: Ask the participants what they would do if they felt they were being bullied.

Workplace Bullying Made Simple Employee Quiz

1. (True / False) Workplace Bullying can only be peer-to-peer and cannot be between a manager or supervisor and an employee.
2. (True / False) Hazing and initiations are OK even if they embarrass or humiliate because many organizations consider them good teambuilding exercises.
3. (True / False) Plagiarizing, copying or stealing from a co-worker is considered workplace bullying.
4. (True / False) Bullying is hostile, aggressive or unreasonable behavior perpetrated against a co-worker.
5. (True / False) Setting unrealistic standards and deadlines which are unachievable or that are arbitrarily changed without notice or reason is not considered bullying because it can motivate some employees to perform better.
6. (True / False) Giving some employees different standards and treatment than others is okay because different people are motivated in different ways.
7. (True / False) Workplace Bullying is not just physical it includes verbal, non-verbal and psychological behaviors that occur face-to-face, on the phone or online.
8. (True / False) The effect of bullying on victims is so adverse to mental and physical health that some psychologists compare the effects to post-traumatic stress disorder.
9. (True / False) Simple jokes, taunting and teasing are not considered bullying even if they embarrass another employee.
10. (True / False) The best way to avoid perpetrating workplace bullying is to follow the “Golden Rule” and treat co-workers the same way you would like to be treated – with dignity, respect, fairness and equality.

Workplace Bullying Made Simple Employee Quiz

Answer Key

1. (True / **False**) Workplace Bullying can only be peer-to-peer and cannot be between a manager or supervisor and an employee.
2. (True / **False**) Hazing and initiations are OK even if they embarrass or humiliate because many organizations consider them good teambuilding exercises.
3. (**True** / False) Plagiarizing, copying or stealing from a co-worker is considered workplace bullying.
4. (**True** / False) Bullying is hostile, aggressive or unreasonable behavior perpetrated against a co-worker.
5. (True / **False**) Setting unrealistic standards and deadlines which are unachievable or that are arbitrarily changed without notice or reason is not considered bullying because it can motivate some employees to perform better.
6. (True / **False**) Giving some employees different standards and treatment than others is okay because different people are motivated in different ways.
7. (**True** / False) Workplace Bullying is not just physical it includes verbal, non-verbal and psychological behaviors that occur face-to-face, on the phone or online.
8. (**True** / False) The effect of bullying on victims is so adverse to mental and physical health that some psychologists compare the effects to post-traumatic stress disorder.
9. (True / **False**) Simple jokes, taunting and teasing are not considered bullying even if they embarrass another employee.
10. (**True** / False) The best way to avoid perpetrating workplace bullying is to follow the “Golden Rule” and treat co-workers the same way you would like to be treated – with dignity, respect, fairness and equality.

Sample Organizational Policy on Workplace Bullying

*This is intended only as a sample and has not been reviewed by an attorney. It should not be considered legal advice.

(Your organization's name) believes that bullying is unacceptable behavior in the workplace. It lowers workplace productivity, destroys employee morale and increases employee turnover. (Your organization's name) believes that bullying is beneath the high standards that we expect of ourselves and will engage in all means necessarily to prevent bullying behaviors.

We define bullying as hostile, aggressive or unreasonable behavior perpetrated against a co-worker or subordinate employee. Some of the bullying behaviors that will not be tolerated in our workplace are as follows:

- The use of inappropriate language, put-downs, insults and name-calling.
- Taunting, teasing or making jokes about a co-worker when the intent is to embarrass and humiliate.
- Sabotaging another employee's work or copying, plagiarizing or stealing work from a co-worker and passing it off as your own.
- Deliberately denying co-workers the resources necessary to do their jobs effectively.
- Yelling, screaming, sarcasm, or other verbal abuse with the intent to threaten, intimidate or humiliate.
- Menacing a co-worker with threatening looks, gestures and body language.
- Hazing or initiations that seek to physically or psychologically embarrass or humiliate a new co-worker.
- Unreasonably creating conflict or refusing to work with a co-worker.
- Physically threatening, shoving, striking, or touching a co-worker in an intimidating or inappropriate manner.
- Gossiping or spreading rumors about co-workers.
- The planting of false information or using private or confidential information to defame or destroy the reputation of a co-worker.
- Setting unrealistic standards and deadlines which are unachievable or that are arbitrarily changed without notice or reason.
- Giving excessive, unreasonable and unending amounts of work to a subordinate employee.
- Ignoring, ridiculing or belittling a co-worker's contribution or deliberately failing to acknowledge his or her good work.
- Giving unjustly negative performance appraisals or taking unwarranted disciplinary action.
- Singling out or treating a co-worker differently or holding a subordinate employee to different standards than his or her peers.
- Excessive, unneeded and negative micromanagement that undermines an employee's ability to do his or her job effectively.
- Any other behaviors which deliberately embarrass, humiliate, intimidate, threaten or harm a co-worker physically or psychologically.

Employees who engage in workplace bullying are subject to disciplinary action which could include written warnings, suspension, demotion and termination. In addition, retaliation for a bullying complaint is also unacceptable and could result in disciplinary actions including written warnings, suspension, demotion and termination.

Any employees who feel that they are being bullied should report the behavior to management or human resources. If an employee is being bullied by their manager or supervisor they should take their complaint directly to human resources. All complaints will be taken seriously and investigated and no retaliation will be allowed as a result of a complaint.

Signature:

Print Name:

Date:

Workplace Bullying Training Acknowledgement

I have attended (your organization name) Workplace Bullying training and I acknowledge the following:

1. I understand (your organization's name) policy on Workplace Bullying.
2. I understand the definition of Workplace Bullying and I know that it is unacceptable in our workplace.
3. I will not engage in behaviors that result in Workplace Bullying.
4. I understand that there are very serious employment repercussions if I engage in Workplace Bullying.
5. If I feel that I am being bullied I have the right and am encouraged to file a complaint in accordance with (your organization's name) complaint procedure.

Signature:

Print Name:

Date:

For more information...

...about Performance Resources'
award-winning videos, trainer
packs, toolkits, and streaming,
please call:

1-800-263-3399 or visit us at
www.owenstewart.com



OWEN-STEWART PERFORMANCE RESOURCES INC.

4485 Shoreline Drive, Gloucester, ON K1V 1S7

Toll Free: 1-800-263-3399

Email: sales@owenstewart.com

Website: www.owenstewart.com
