

1 ☐ Workplace Bullying: It's Not Just on the Playground

For:

IASPA Conference

2 ☐ Introductions

- Bensinger, DuPont & Associates
 - Nationwide Employee Assistance Program
 - 24-7
 - 800-227-8620
- Your Presenter
 - Jenny Habjan

3 ☐ Program Goals

- Define workplace bullying
- Identify characteristics of bullies and their victims
- Discuss the impact of bullying in the workplace
- Learn what can be done to address bullying in the workplace

4 ☐ ICEBREAKER

Stand up for what you believe!

5 ☐ Definition

Workplace Bullying:

- Aggression performed at work by an individual or group targeted at a specific person or persons.
- Aggression designed to:
 - Intimidate
 - Harass and control
 - Either emotional or physical in nature

6 ☐ What are examples of workplace bullying?

- Starting rumors
- Public ridicule
- Yelling
- Threats to job security or physical health

- Hiding information
- Hostile and unrelenting criticism

7 More Examples

- Glaring
- Taking credit for other's work or ideas
- Disrespect
- Inconsistent application of rules
- Inappropriate or aggressive physical contact

8 Statistics

- 49% of American workers have been affected by bullying.
- 57% of targets are women.
- Only 3% of targets file lawsuits.
- Bullying is 4x more prevalent than workplace harassment.
- 40% of targets never complain at all.

• Workplace Bullying Institute (2007)

9 EXERCISE

Bullying Quiz

10 What's the difference?

Tough Boss

11 Characteristics of Workplace Bullies

- An average of eight years working at the organization
- Controlling
- More often higher status or position within the organization
- Competitive
- Insecure

12 Characteristics of Targets of Bullies

- More often females than males
- Often higher education levels

- Often victimized multiple times
- Passive
- Cooperative

13 The Cost to Organizations

- Employee terminations
- Discrimination and violence claims
- Conduct and performance problems
- Absenteeism
- Loss of productivity

14 The Cost to the Target

15 The Cost to the Target

16 The Cost to the Target

Economic Toll

- 51% lost income
- Higher use of benefits
- Termination, loss of salary and benefits
- Using up PTO (personal time off)

17 How to Handle the Bully at Work

- Establish boundaries with the bully:
 - Identify it, give it a name.
 - Stay calm.
 - It is not about you, it is about the bully!
 - Address the situation directly and specifically.
 - Target the behavior, not the person.

18 Bully-Proof Yourself

- Follow your workplace policy.
- Inform your superiors of the situation.
- Stand up for yourself.
- Deal with your emotions:
 - Don't sweep them under the rug.
 - Seek support from friends, family, counselor
 - Depersonalize the situation.
 - REPEAT it is not about you!

19  **Practice Stress Reduction**

- Deep breathing
- Counting to ten
- Visualization
- Exercise
- Music
- What else?

20  **Case Scenarios**

21  **Closing**

- Recap
- Questions/Comments
- Evaluation