Battling Bullies

In the Workplace

Presented by

Cindy Krosky, CSP, LCSW
(Certified Speaking Professional & Licensed Clinical Social Worker)
**SURVEY REGARDING BULLYING**

Based on your understanding, which of the following best describes workplace bullying?

A. Repetitive deliberate disrespectful behavior
B. Unreasonable acts of intimidation and humiliation
C. Offensive unwelcome conduct that demonstrates illegal discrimination
D. Both A and B
E. None of the above
F. Other – please feel to write in __________________________

Have you ever experienced bullying in a work setting?

A. No, I never have personally experienced or witnessed bullying
B. Yes, I have witnessed bullying
C. Yes, I have personally been bullied in a workplace.
D. Yes, I have both witnessed and experienced bullying in a workplace.

If you have ever experienced bullying in the workplace, which of the following describes the situation.

If you have never experienced bullying as a witness or a target please mark E.

A. Peer to peer (co-worker to co-worker)
B. Manager/supervisor to employee (direct report)
C. Manager or Supervisor to a person of equal ranking
D. Manager or supervisor to employee who is not a direct report
E. Not Applicable

Does your current employer have an Anti-Bullying Policy?

A. Yes
B. No

Identify two goals that you would like to accomplish during this session?

A. Being clearer on what bullying in the workplace is.
B. Understanding why bullies bully
C. Understanding how to be in control of my responses if/when a bullying situation occurs
D. Other __________________
Clarifying - What Bullying is and What it is Isn’t

Definitions:

Civility - ____________________________________________________________

Incivility - Seemingly inconsequential actions or statements that are inconsiderate and that breach conventional norms of workplace behavior

Bullying
Repetitive prolonged disrespectful behaviors that are intended to intimidate, humiliate or undermine another person.

Harassment - Offensive unwelcome conduct that is bothersome, irritating, or demeaning. It is severe or pervasive enough to create a hostile, abusive, work environment. Thus affecting the person’s employment if in a protected class.

Mobbing – *(Another type of bullying).* This involves a group of coworkers targeting another employee.

What does the law say about bullying?

Harassment is illegal and protected classes in employment include age, race/color, creed, religion, national origin, sex, marital status, disability, HIV/AIDS, Sexual orientation, military and dishonorably charged veterans.

Bullying - ____________________________________________________________

______________________________________________________________

Defamation of character: __________________________________________

__________________________________________________________
Three Main Types of Bullies

Clueless - __________________________________________________________
____________________________________________________________________
____________________________________________________________________
Examples: __________________________________________________________
____________________________________________________________________
____________________________________________________________________

Controlling - _______________________________________________________
____________________________________________________________________
____________________________________________________________________
Examples: __________________________________________________________
____________________________________________________________________

Chronic - __________________________________________________________
____________________________________________________________________
____________________________________________________________________
Examples: __________________________________________________________
____________________________________________________________________
____________________________________________________________________

NOTES:
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
Predictable Behaviors

Top Five Most Common Bullying Tactics

Faultfinder ____________________________________________________________
______________________________________________________________________

Demands are unrealistic ________________________________________________
______________________________________________________________________

Critical of everything _________________________________________________
______________________________________________________________________

Rule changer _________________________________________________________
______________________________________________________________________

Verbal insults _________________________________________________________
______________________________________________________________________

Other tactics bullies will employ -
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________
______________________________________________________________________

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The Cost of Bullying in the Workplace

$180 million to $200 Billion

What we know and what we don’t know about the cost of bullying and why.
The Question

Why do people engage in bullying types of behaviors?

Bullying is a mask for something else:

- Poor or low self-esteem
- Need to gain control or feel in power
- Inadequate social skills or social awareness
- Distorted thinking

Please Beware:
People are different, our cultures, ages and life experiences are different.

What is okay in one culture may not be okay in another. Can you think of an example of something okay in your country but not okay in another country?

How a person acted in the 1950’s or what was okay to say then may not be okay now. Can you think of an example of something that was all right to say or do in the workplace, in your parent or grandparents generation but that is not acceptable to do in the workplace today?

People can be mislead by what they see as being okay and may role model it elsewhere.

Examples:

Common sense may not be so common.
Other issues contribute to acts that may appear to be bullying?

Some acts could be misunderstood as bullying when they are signs or symptoms of something else:

External Stressors ____________________________________________________________

________________________________________________________________________

________________________________________________________________________

Known or unknown medical or health changes ________________________________

________________________________________________________________________

Remember the definition of bullying: *Repetitive prolonged disrespectful behaviors that are intended to intimidate, humiliate or undermine another person.*

Points I want to remember:

1. __________________________________________

2. __________________________________________

3. __________________________________________

4. __________________________________________

5. __________________________________________
Steps for Battling Bullying
What can be done?

Step # 1: Help yourself - This is not about you!
“No one knows what he can do until he tries.” Publius Syrus
Points to remember: ____________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Step # 2 Maintain a sense of humor. ________________________________________________

“Laughter gives us distance. It allows us to step back from an event, deal with it and then move on.” Bob Newhart
Humor has many benefits. ______________________________________________________
❖ Exhibits confidence
❖ Emotionally increases our protective distance from what we hear or see.
Points to remember: ____________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Step # 3 Stay true to yourself and refrain from believing statements that aren’t true or valid.
“No one can make you feel inferior without your consent.” Eleanor Roosevelt.
Points to remember: ____________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

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Step #4 Be respectful

“I speak to everyone in the same way, whether he is the garbage man or the president of the university.” Albert Einstein

❖ Maintain your standards.

❖ Practice the “Golden Rule”

❖ Use “I“ Statements

❖ _______________________________

Points to remember: ________________________________________________________________

Step #5 Get Support

Talk to people who will understand and who will help you keep your objectivity.

“Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.” Marie Curie

Points to remember: ________________________________________________________________

Three points I want to remember:

1. ________________________________

2. ________________________________

3. ________________________________
ACTIONS Plan

**Acknowledge** - 1:1 Informal discussion about factors that could contribute to the situation

**Clarify** - Objectively look at the facts or behaviors. Did something prompt it? A broken promise etc.

**Track** - Is there an objective? What can be tracked? Who, What, When, Where and How often?

**Investigate** - Is there a training opportunity to increase awareness about Bullying, Incivility, Handling Difficult Conversations, Cultural Sensitivity across cultures or generations.

**Outline** - Options available for you or the organization.

- 1:1 Support or EAP services
- Involvement of Human Resources Dept.
- Code of Conduct Policy or Anti-bullying Policy

**Negotiate** - For a change or a call to action. What can be done?

- When will the change or action occur? When will we check on progress?
- Who will monitor or check the progress?
Why Battling Bullies?

- Battle (origin) French *bataille* “single combat, “inner turmoil, harsh circumstances.”
- Bully (origin in 1530’s from Dutch *boel* meaning “brother or sweetheart”
- In 17th century meaning began to change to "harasser of the weak"

Notes:

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“Remember the power within us is always greater than the tasks we face.”  
C. Krosky
Harassment: Workplace Bullying Policy –

from SHRM website

*Company Name* defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Such behavior violates [Company Name] Code of Ethics which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives that the [Company Name] will not in any instance tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual which is important. [Company Name] considers the following types of behavior examples of bullying:

- Verbal Bullying: slandering, ridiculing or maligning a person or his/her family; persistent name calling which is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.
- Physical Bullying: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person’s work area or property
- Gesture Bullying: non-verbal threatening gestures, glances which can convey threatening messages
- Exclusion: socially or physically excluding or disregarding a person in work-related activities

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person
- Shouting, raising voice at an individual in public and/or in private
- Using verbal or obscene gestures
• Not allowing the person to speak or express him/herself (i.e., ignoring or interrupting).
• Personal insults and use of offensive nicknames
• Public humiliation in any form
• Constant criticism on matters unrelated or minimally related to the person’s job performance or description
• Ignoring/interrupting an individual at meetings
• Public reprimands
• Repeatedly accusing someone of errors which cannot be documented

Deliberately interfering with mail and other communications
• Spreading rumors and gossip regarding individuals
• Encouraging others to disregard a supervisor’s instructions
• Manipulating the ability of someone to do their work (e.g. Overloading, under loading, withholding information, setting meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions)
•Inflicting menial tasks not in keeping with the normal responsibilities of the job
• Taking credit for another person’s ideas
• Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave
• Deliberately excluding an individual or isolating them from work-related activities (meetings, etc)

Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual’s property (defacing or marking up property)

Source:
**Resources**


Experiences – Certified Speaking Professional (CSP), President of Achieving Corporate Excellence, Inc., Licensed Clinical Social Worker (LCSW), Educator, Adventure-based Facilitator, Author, Nonviolent Crisis Intervention Instructor, & Critical Incident Stress Debriefing. Her various backgrounds enable her to understand how group dynamics influence the way people work together. She uses her expertise and educational understanding to help people increase performance and develop cohesiveness in the workplace. Cynthia provides programs all over the United States and for international companies as well. Her programs are customized to meet your specific needs.

Most Requested Topics: Get the Lead on Leadership ♦ Generational Diversity in the Workplace ♦ Combating Violence in the Workplace: Learn how to prevent escalating situations ♦ When Every Second Counts. Learn how to Manage Time ♦ Raise Presentation and Training Skills to New Heights ♦ Crash Course on Stress Relief: Extinguish Burn-Out ♦ Take Motivation to New Heights: Engage, Collaborate, and Involve Employees to Increase Retention and Motivation ♦ Pack Confidence into Your Communication: Learn to Hear the Words and the Silence ♦ Genderly Speaking – The He She Art of Language ♦ Achieving Cohesiveness Easily with ACE Team Building, and more. Schedule Cynthia to present at your business, or at your next Conference as a Keynote speaker or for a workshop. Cynthia also facilitates business meetings and retreats. Teambuilding programs can be provided for large and small organizations in a traditional classroom atmosphere, as well as outside in a less traditional setting.

Memberships/Involvement: International Federation for Professional Speakers, Green Cross Academy of Traumatology, International Speakers Network, National Speakers Association, Past President of the National Speakers Association of Central Florida, Society of Human Resource Management- approved HR Certification Institute (HRCI) provider, Human Resource Association of St. Lucie County. Cynthia is actively involved in the Florida Crisis Consortium Region 5, Medical Reserve Corp of Indian River and St. Lucie County, the St. Lucie County Critical Incident Stress Management Team, Boys and Girls Clubs, Big Brothers Big Sisters, and a volunteer for the Dream Foundation for terminally ill adults.

If you enjoyed Cindy’s Program today – then don’t keep it a secret! See her about doing a customized program for your company or share her information with another business or association. After all, it networking is what it’s all about!