

## What Participants Are Saying

“This course does a good job of defining bullying and identifying ways to deal with it effectively.”

“All employees need this training—from the top down.”

“The role-playing and extra activities were very helpful in terms of clarifying certain concepts.”

“This is a good reminder to be courteous and respectful not only at work, but outside of work as well.”

“The template for writing policies and procedures is a great resource.”

“The Instructor’s enthusiasm and commitment to the subject matter make this a worthwhile seminar.”

### FREE Policy Template

All participants receive a sample Workplace Bullying Prevention Policy that can be used as a template when developing policy within your own organization.

# Seminar Overview

This half-day seminar offers proven strategies and practical information that you can put to use immediately and use every day.

## See It

**Gain the skills to distinguish bullying from other challenging workplace behaviors.**

Before you can begin to manage workplace bullying, you must first define it and identify what distinguishes it from other challenging behaviors. If someone forwards a confidential email, is that bullying? How about setting unrealistic expectations for a team member? The seminar begins by exploring how credible and respected national and international experts formally define workplace bullying. You'll learn:

- The major characteristics of bullying on which the experts agree.
- Who the offenders might be in a work environment.
- Why legislation is just one of the many compelling reasons to foster respectful, service-oriented, and safe workplace practices.
- The impact of bullying on employee health, absenteeism, compensation claims, civil litigation, retention, morale, reputation, and profitability.

## Who Should Attend?

- Managers and supervisors responsible for developing policies and procedures.
- Health care professionals interested in helping their organizations comply with Joint Commission requirements.
- Executive leadership, human resources staff, and others responsible for compliance with legislative mandates.
- Employees who are committed to proactively promoting a workplace culture that does not tolerate bullying.

## Call It

**Develop strategies for constructively asserting individual boundaries within company protocol.**

The seminar explores the nature of incivility and bullying by first placing these and similar behaviors within the context of CPI's Workplace Bullying Continuum. By identifying and defining the behaviors that may be part of the continuum, you'll learn to develop strategies to minimize the possibility of workplace bullying. You'll also:

- Define workplace bullying: what it is and what it is not.
- Examine the related concepts of discourtesy and disrespect, incivility, harassment, intimidation, and aggression.
- Discover how your attitudes and behaviors during any negative or hostile confrontation can contribute to a positive outcome.
- Explore criteria for differentiating bullying from other challenging workplace behaviors.
- Learn to recognize the different ways bullying behaviors can be communicated.

## Stop It

**Learn to develop a comprehensive plan to manage and influence workplace bullying.**

Once you've learned to see bullying and call it, you'll be ready to make a positive impact on organizational culture—and stop it. This seminar examines how employees at all levels can personally contribute to strategies that promote and maintain a respectful, service-oriented, and safe workplace culture where *Care, Welfare, Safety, and Security*<sup>SM</sup> are top priorities. You'll learn:

- Effective steps to take if you believe you are a target of bullying at work.
- The importance of modeling and supporting ethical, respectful behaviors in everyday interactions.
- What supervisors should watch for and how to set the proper tone for workplace behavior.
- How organizational leadership can design, adopt, and implement policies and procedures that address workplace bullying.

### Guarantee

*CPI guarantees your satisfaction with this training. If you are not 100% satisfied, we'll send you a full refund.*

## BRING THIS SEMINAR DIRECTLY TO YOUR ORGANIZATION

### Tailor the Course to Your Needs

We can bring this half-day awareness seminar directly to your facility and tailor it to meet the unique needs and specific challenges of your organization. On-site training is a convenient and effective way to show employees that you're serious not only about achieving company goals, but also about supporting their professional growth.

### Maximize Your Training Budget

With on-site training, you have the flexibility to train everyone in your organization who is committed to respectful and safe workplace practices. You can train different groups, teams, or departments at the same time and maximize your training budget.

### Build a More Confident Team

On-site training is also an exceptional team-building opportunity. Without leaving the building, employees can gain new skills, boost their confidence, enhance their performance, and improve their productivity.

### Sponsor a Community Event

This powerful awareness seminar is also a great opportunity to demonstrate your organization's commitment to a safer, more respectful community. Schedule an on-site training in your area and invite the public to attend and receive this important information.

**Call 877.877.5389 for details about how we can bring this important awareness seminar directly to your facility.**

# Is Your Organization's Bottom Line Affected by Workplace Bullying?

Dear Professional,

Workplace bullying is often hard to identify—and even harder to manage. It comes in many forms, **occurs at every level**, and **often goes unnoticed or unaddressed** until it leads to more **devastating consequences**. There is considerable disagreement among respected and credible experts about a precise definition. However, most agree that bullying can thrive only in a workplace environment that tolerates it.

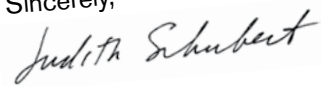
CPI developed *Workplace Bullying* to raise awareness and help proactive **employees, supervisors, managers**, and **executives** influence and manage the risks by understanding the nature and bottom-line impact of bullying.

This half-day seminar offers **simple strategies** and **practical information** about workplace bullying that your organization can put to **use immediately**. Participants will learn to see it, call it, and stop it in the workplace. This seminar will help you:

- **Identify workplace bullying and gain the skills to distinguish it from other challenging workplace behaviors.**
- **Develop strategies for constructively and respectfully asserting individual boundaries within company protocol.**
- **Gain the skills to make a positive impact on organizational culture and develop a comprehensive plan to manage and influence workplace bullying through policies, procedures, and practice.**

For information about how we can bring CPI's important *Workplace Bullying* seminar to your organization, please call us at **800.558.8976**.

Sincerely,



Judith Schubert  
CPI President

"*Workplace Bullying* gives you the knowledge, skills, and strategies to make a positive impact on your organization's culture."

## About CPI

More Than 30 Years of International Training Experience!

CPI is an international training organization that specializes in the safe management of disruptive and assaultive behavior. CPI provides training programs and innovative resources to professionals around the world who are committed to creating safe and respectful work environments.

CPI's *Nonviolent Crisis Intervention*® training and the *Prepare Training*® program focus on prevention and offer proven strategies for resolving situations when confronted with anxious, hostile, or violent behavior. During the programs, participants learn how to de-escalate potentially dangerous behavior and how to most safely intervene should physical restraint techniques become necessary.

This seminar, *Workplace Bullying*, is part of the **CPI Matters at Work Series**. The series addresses important issues that impact the safety and well-being of employees, visitors, guests, and coworkers in today's work environments.

Since 1980, more than six million professionals have participated in CPI training programs offered both on site and at select locations in 150 cities worldwide. For more information, call **800.558.8976** or visit [crisisprevention.com](http://crisisprevention.com).



10850 W. Park Place, Suite 600, Milwaukee, WI 53224 USA  
800.558.8976 • 888.758.6048 TTY (Deaf, hard of hearing, or speech impaired)  
Fax: 414.979.7098 • [crisisprevention.com](http://crisisprevention.com)



**matters at work**  
a CPI specialized offering

## Workplace Bullying

An awareness seminar for professionals committed to respectful, service-oriented, and safe workplaces.

**SEE IT CALL IT STOP IT**