Workplace Bullying: Define, Recognize, and Respond

Building a culture of Respect, Service, and Safety at Work®

Our webinar will begin shortly.
In the News

CBC News—April 6, 1999
Ottawa, Ontario
In the News

*The Australian*—September 20, 2006
Hawthorn, Victoria
In the News

ABC News—July 30, 2010
Charlottesville, Virginia
Workplace Bullying: Define, Recognize, and Respond

Building a culture of *Respect, Service, and Safety at Work*®
Objectives

This webinar will empower participants to:

• Define workplace bullying and identify related concepts.
• Recognize characteristics of workplace bullying.
• Identify strategies for responding safely if you are the target of a bully.
• Discuss strategies to minimize the possibility of workplace bullying and promote *Respect, Service, and Safety at Work®*. 
For over 30 years, CPI has provided training and resources for safely managing disruptive and aggressive behavior.

Over six million individuals worldwide have participated in CPI training programs.

Diverse international organizations.
Disruptive Behavior in Today’s World

• Training, behavior, choices.

• Empowering employees to make good choices during disruptive and dangerous situations.

• Specific steps in recognizing and responding to behavior at appropriate levels.

• Structured, simple, and clear response procedures.
Poll: Workplace Bullying

Have you been or are you currently the target of workplace bullying?

Have you been a witness to bullying behaviors at your workplace?
Why Do People Bully?
Bullying is a form of abuse. It involves repeated acts over time that attempt to create or enforce one person’s (or group’s) power over another person (or group), thus an “imbalance of power.”

US DOJ Fact Sheet #FS200217
Bullying Definitions

Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people.

(2011) Canadian Centre for Occupational Health and Safety
CPI’s Workplace Violence Continuum

Workplace Violence Continuum of Behaviors

- Discourtesy
- Disrespect
- Intimidation
- Harassment/Bullying
- Retaliation
- Verbal Assault
- Physical Aggression

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Workplace Bullying Continuum

Bullying

**Persistent** and **ongoing** acts of incivility directed toward an individual or group.
Workplace Bullying Continuum

- Incivility
- Harassment
- Intimidation
- Aggression
Workplace Bullying Continuum

Bullying behaviors occur along a continuum that may include the following behaviors:

**Incivility**

Any **rude** or **discourteous** behavior toward an individual or group.
Workplace Bullying Continuum

Bullying behaviors occur along a continuum that may include the following behaviors:

**Harassment**

*Behavior* directed toward an individual or group with the intent to *annoy*, alarm, manipulate, *control*, or abuse.
Workplace Bullying Continuum

Bullying behaviors occur along a continuum that may include the following behaviors:

**Intimidation**

**Threats** of imminent or future **harm** toward an individual or group.
Bullying behaviors occur along a continuum that may include the following behaviors:

**Aggression**

Behavior displaying a complete loss of control.
Workplace Bullying Continuum

Behaviors within the Workplace Bullying Continuum can be communicated in many ways.
Cyberbullying
Persistent and ongoing acts of incivility involving electronic information and communication technologies. (Strom & Strom, 2005)
Bullying or Not?

• Does the situation involve bullying?

• Why or why not?

• What suggestions would you make to any of the individuals involved in this scenario?
Bullying or Not?

The manager is a perfectionist and insists on strict adherence to rules and practices at work. On-time and accurate performance is vital. High standards are expected from all team members.
Lew is a regular customer who is always in a bad mood and seems to always take it out on Chris at the front. Lew curses at Chris and taunts and teases Chris. Other customers complain all the time. Chris is good natured about it but has been complaining to the manager. Lew came in last week and pointed and screamed at Chris about having to wait so long. Lew sounded like things were really nuts.
EMAIL OR FAX SENT TO YOU BY AN INTERNAL OR EXTERNAL CUSTOMER:

READ THIS AND
GET BACK
TO ME RIGHT
AWAY!

FYI, IMHO THIS IS MEANT FOR YOU!!!!!!!!!!!!!!!!!
Characteristics of Workplace Bullying

*Note: Bullying can thrive only in a workplace environment that tolerates it.*

**Bullying IS:**

- Incivility that is pervasive and **ongoing**.
- A power **difference**. This exists where the behavior of one person is able to control or strongly **influence** the behavior of another.
- An absence of **consent**.
- An **intent** to harm or manipulate.
Characteristics of Workplace Bullying

Note: Bullying can thrive only in a workplace environment that tolerates it.

Bullying IS NOT:

• A solitary or **occasional** incident involving an angry outburst or **inappropriate** statement.

• A difference in **personalities**, style, or personal taste.

• Guidance or **direction** from authority figures.
Targets of Workplace Bullying

*If you believe you are a target of incivility or bullying at work:*

- Remember that it starts with me.
- **Decline** invitations to fight.
- Know and follow **policies**, procedures, and **communication** protocols.
- Calmly inform the individual that the **behavior** is unwanted and unwelcome.
- Keep a log.
- Seek support.
Workplace Strategies

Organizational Culture

Employees

Supervisors/Managers

Organizational Leaders

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Review and Summary

Through this webinar, participants have been empowered to:

- Define workplace bullying and identify related concepts.
- Recognize characteristics of workplace bullying.
- Identify strategies for responding safely if you are the target of a bully.
- Discuss strategies to minimize the possibility of workplace bullying and promote *Respect, Service, and Safety at Work®.*
Questions

If you have a question, please feel free to ask by clicking the **Question and Answer** link on the side of your screen.
Following today’s webinar, you will receive an email with a link to CPI’s FREE eBook, *Proactive Strategies for Promoting a Safe and Respectful Workplace*, which contains educational tips on how to prevent workplace violence.
For more information about CPI’s *Prepare Training*® Program:

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crisisprevention.com
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