



# BULLYING WITHIN THE WORKPLACE and CLASSROOM

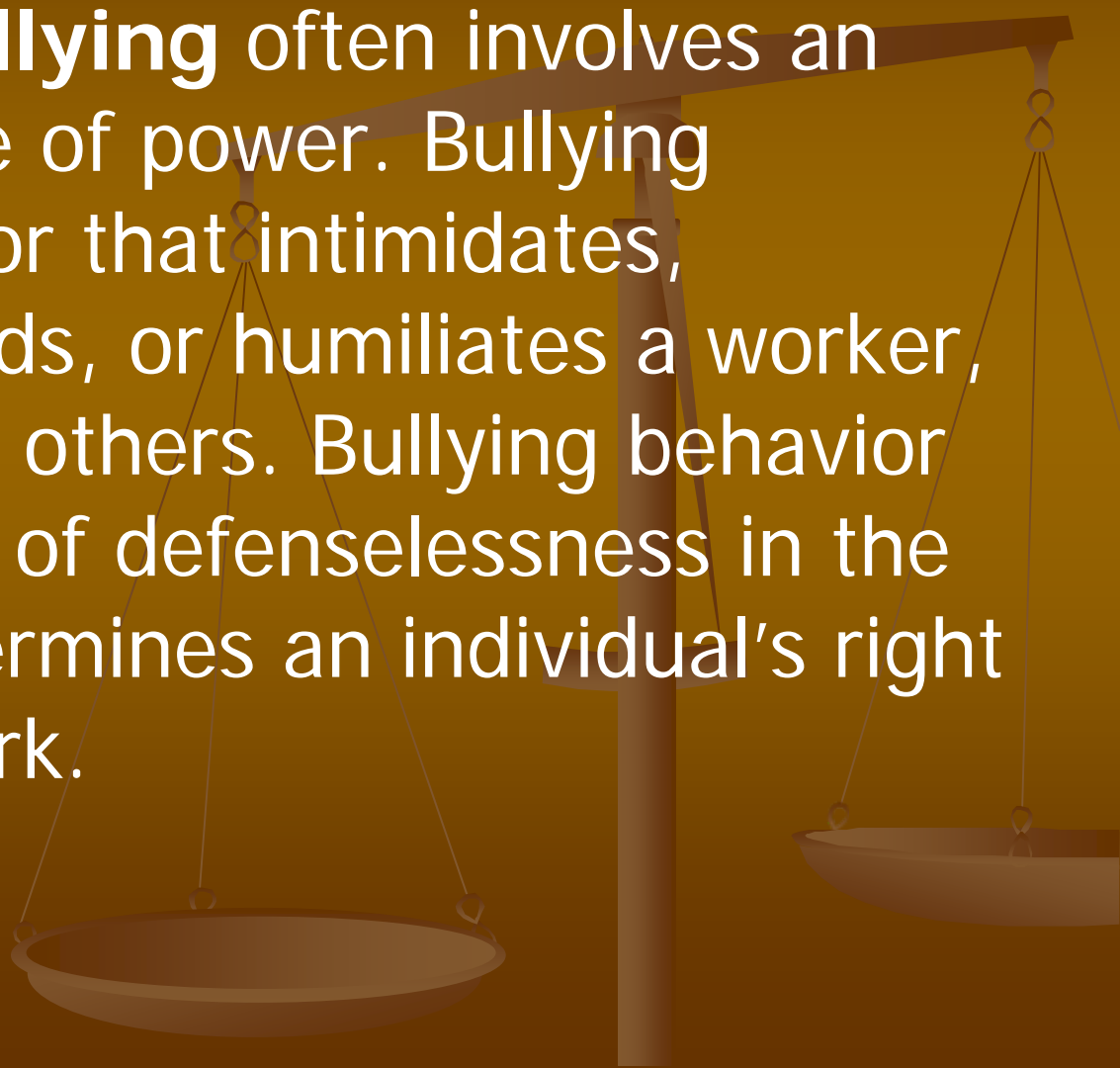
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WELD COUNTY SHERIFF'S OFFICE

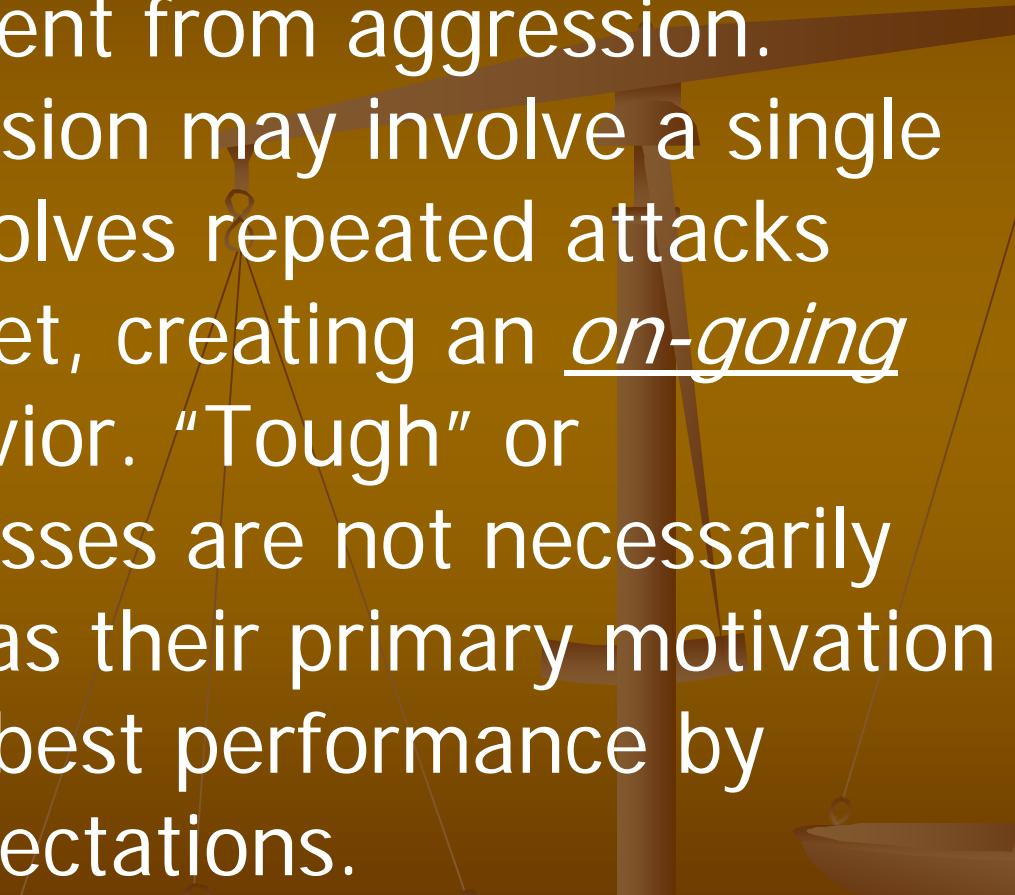


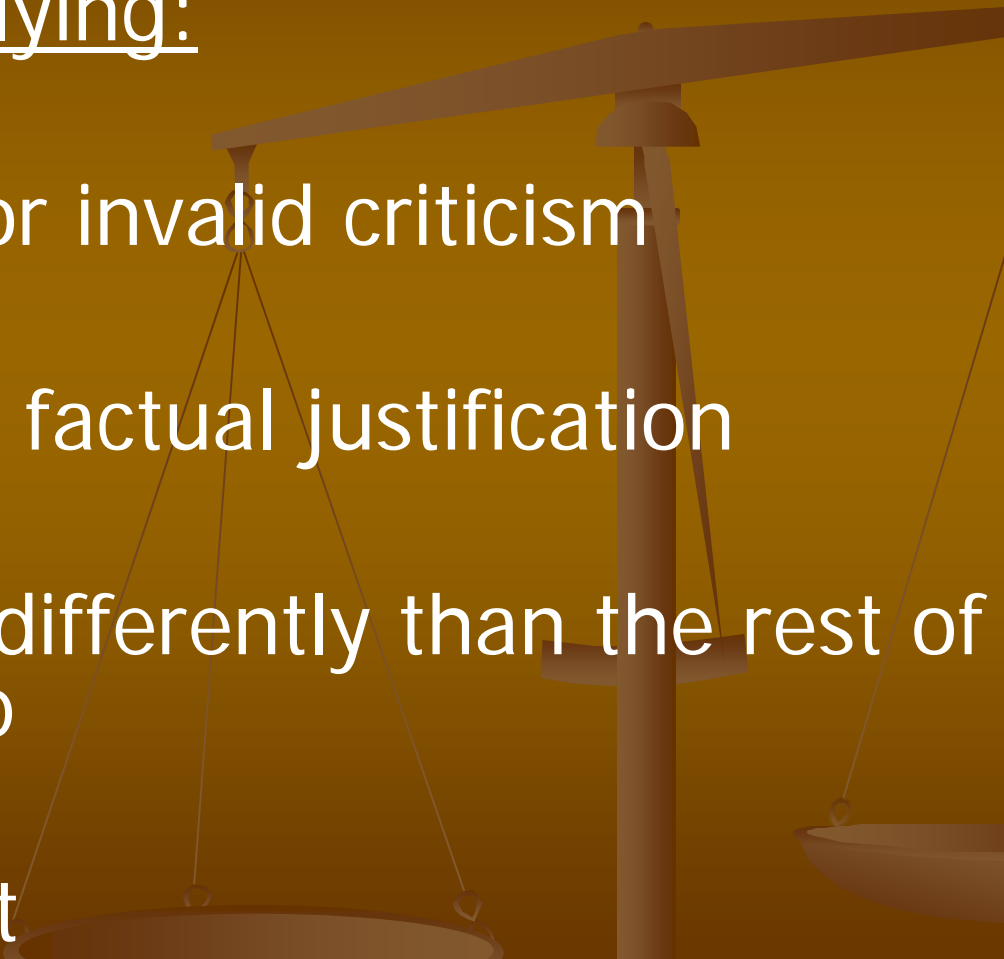
## ■ WHAT IS WORKPLACE BULLYING AND WHO IS AFFECTED?

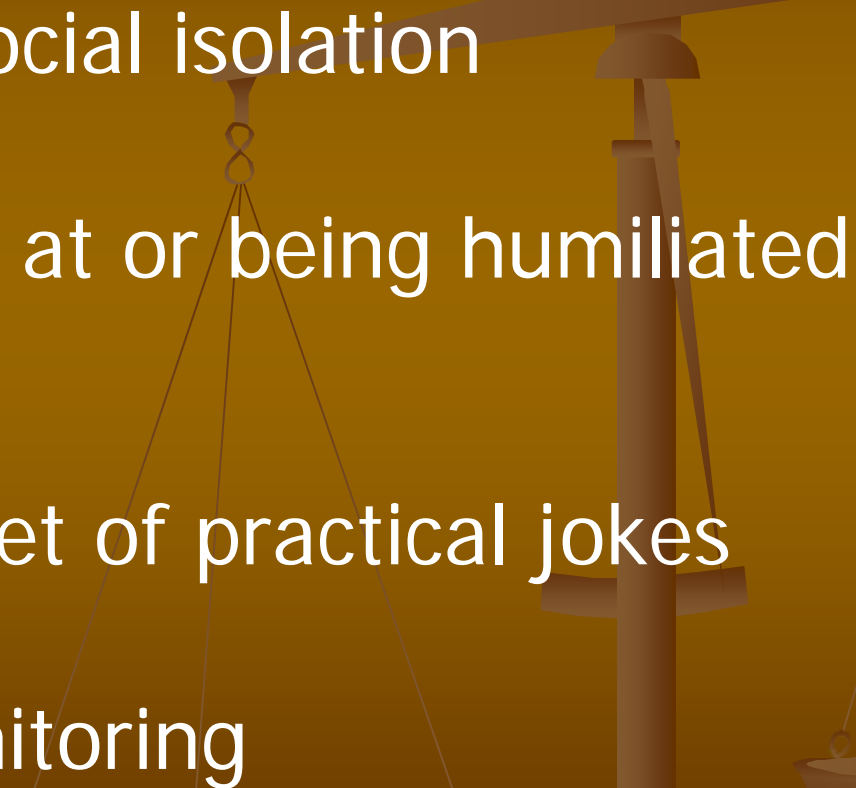
■ **Workplace bullying** refers to *repeated*, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which is intended to intimidate and creates a risk to the health and safety of the employee(s).

- **Workplace bullying** often involves an abuse or misuse of power. Bullying includes behavior that intimidates, degrades, offends, or humiliates a worker, often in front of others. Bullying behavior creates feelings of defenselessness in the target and undermines an individual's right to dignity at work.



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- Bullying is different from aggression. Whereas aggression may involve a single act, bullying involves repeated attacks against the target, creating an on-going pattern of behavior. “Tough” or “demanding” bosses are not necessarily bullies, as long as their primary motivation is to obtain the best performance by setting high expectations.

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- Examples of bullying:
  - • Unwarranted or invalid criticism
  - • Blame without factual justification
  - • Being treated differently than the rest of your work group
  - • Being sworn at

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- • Exclusion or social isolation
  - • Being shouted at or being humiliated
  - • Being the target of practical jokes
  - • Excessive monitoring

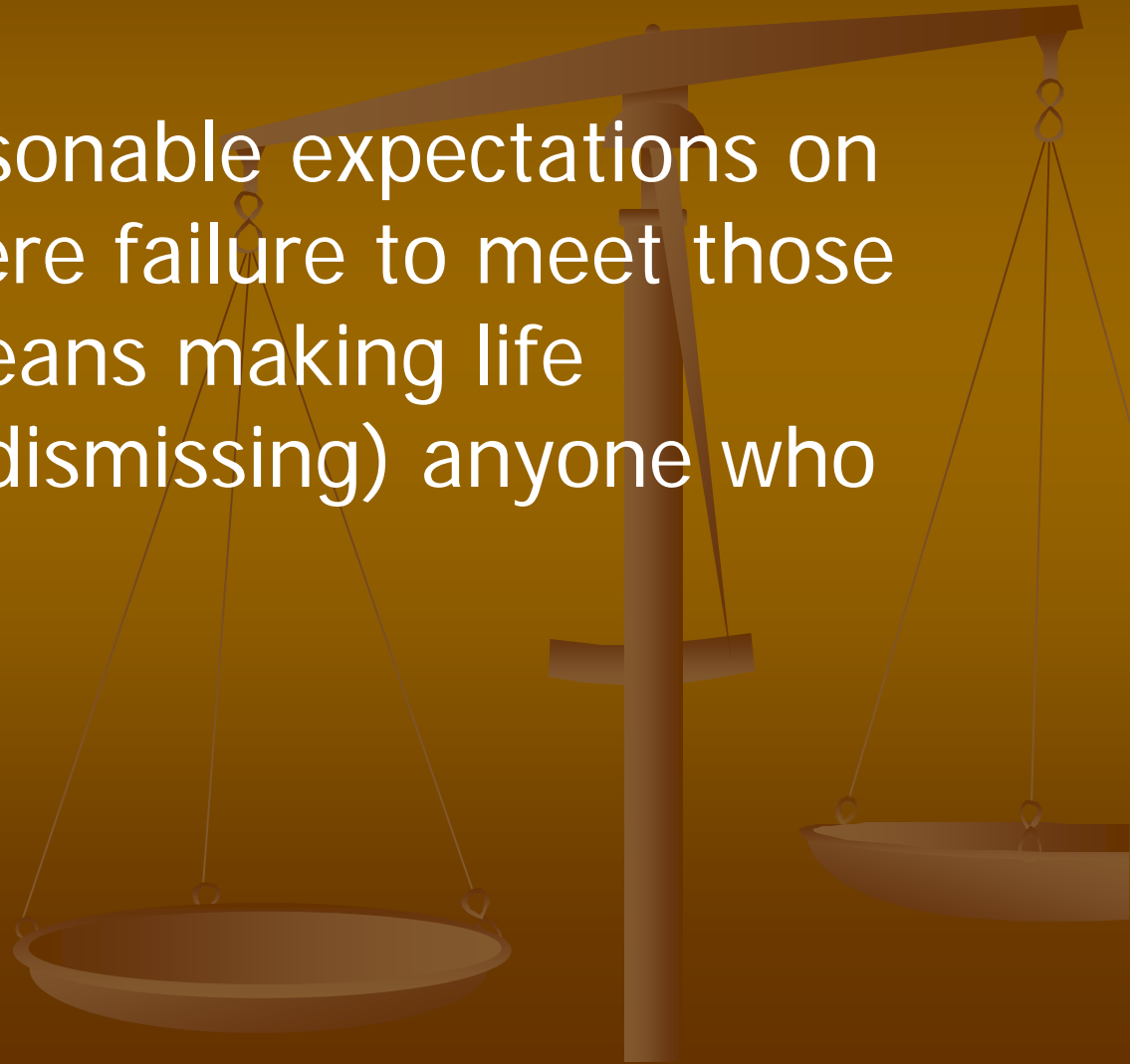
# WHAT IS CORPORATE/INSTITUTIONAL BULLYING?

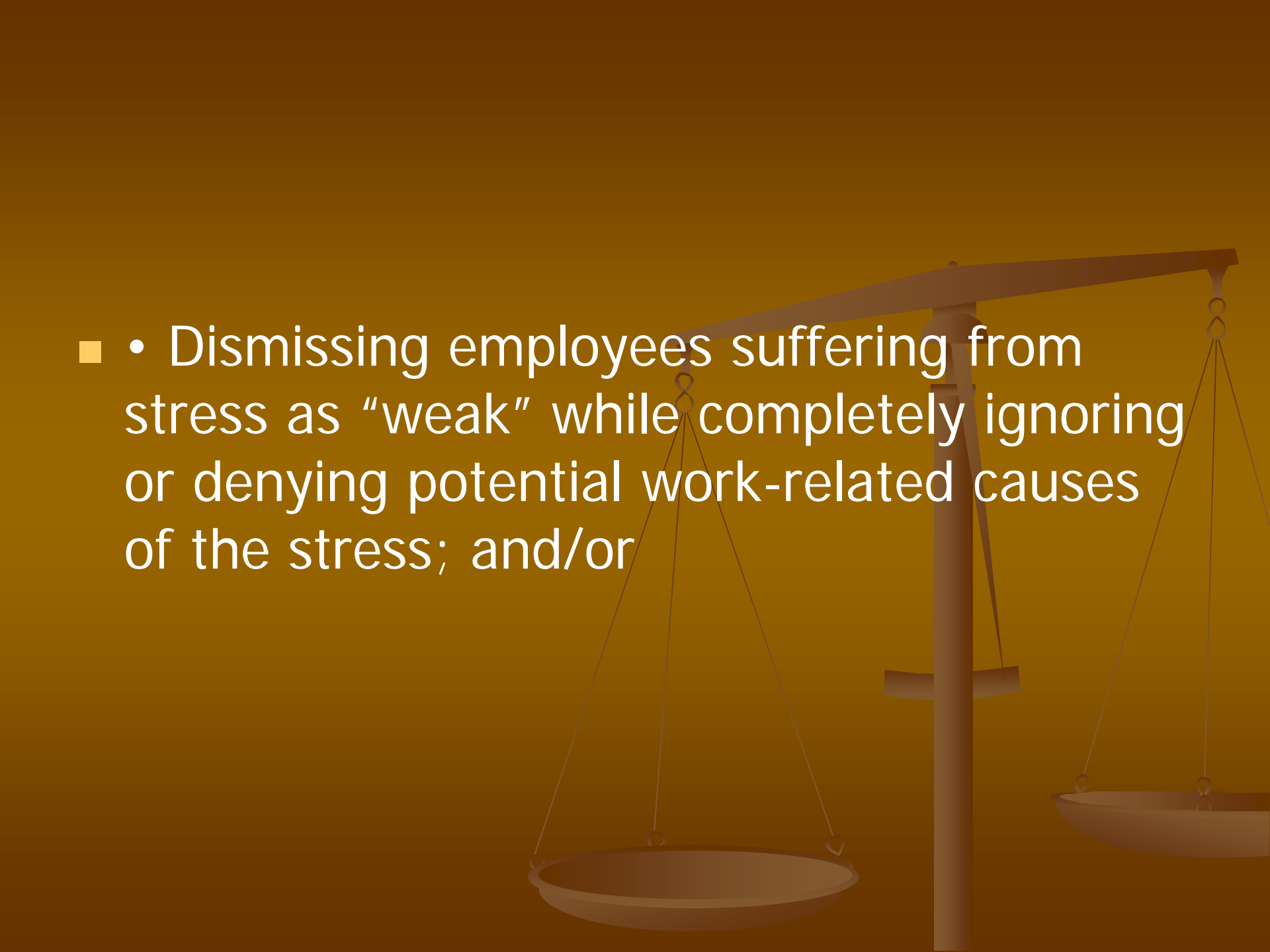
- **Corporate/institutional bullying** occurs when bullying is entrenched in an organization and becomes accepted as part of the workplace culture.



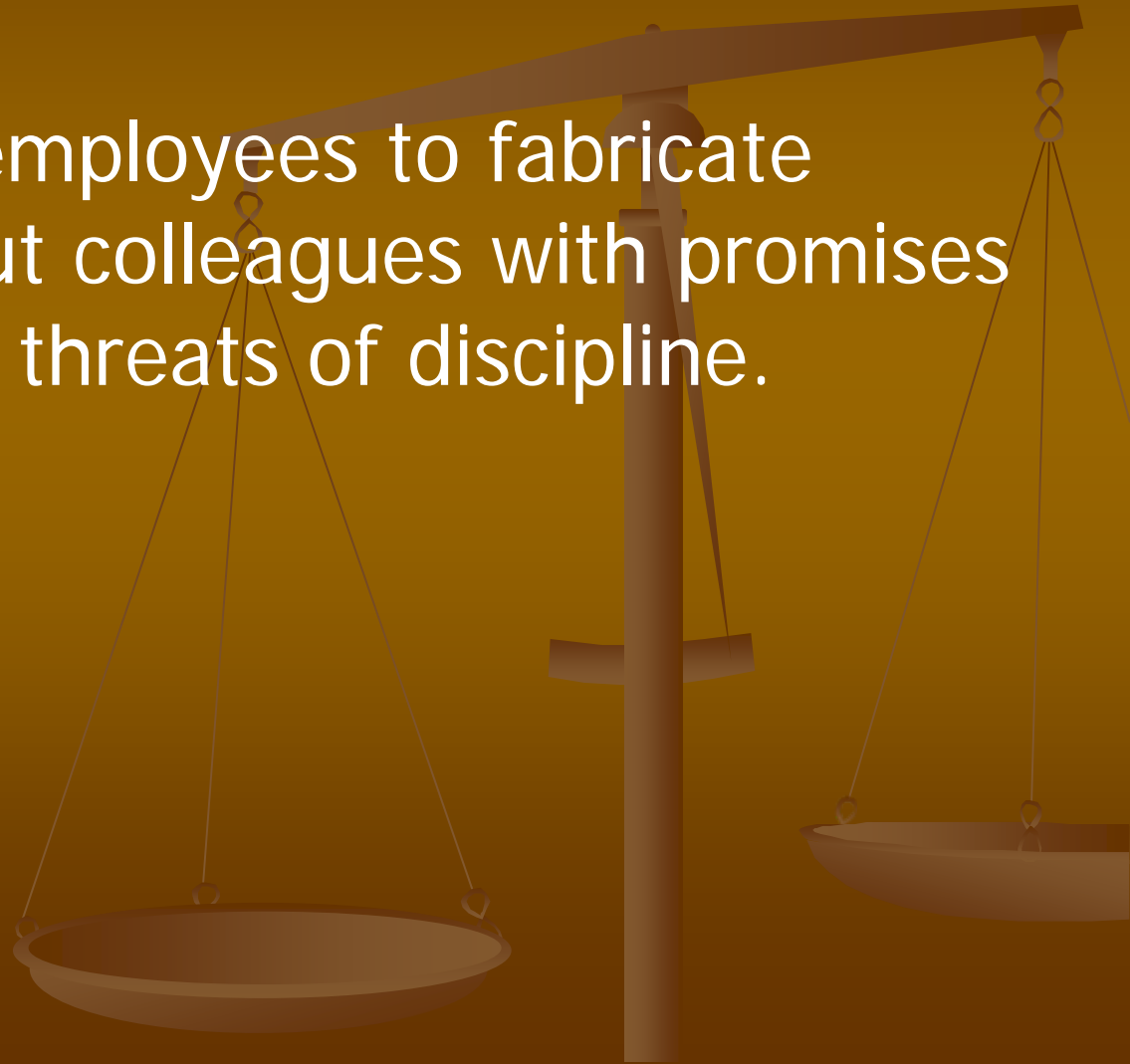
# Corporate/institutional bullying can manifest itself in different ways:

- • Placing unreasonable expectations on employees, where failure to meet those expectations means making life unpleasant (or dismissing) anyone who objects;



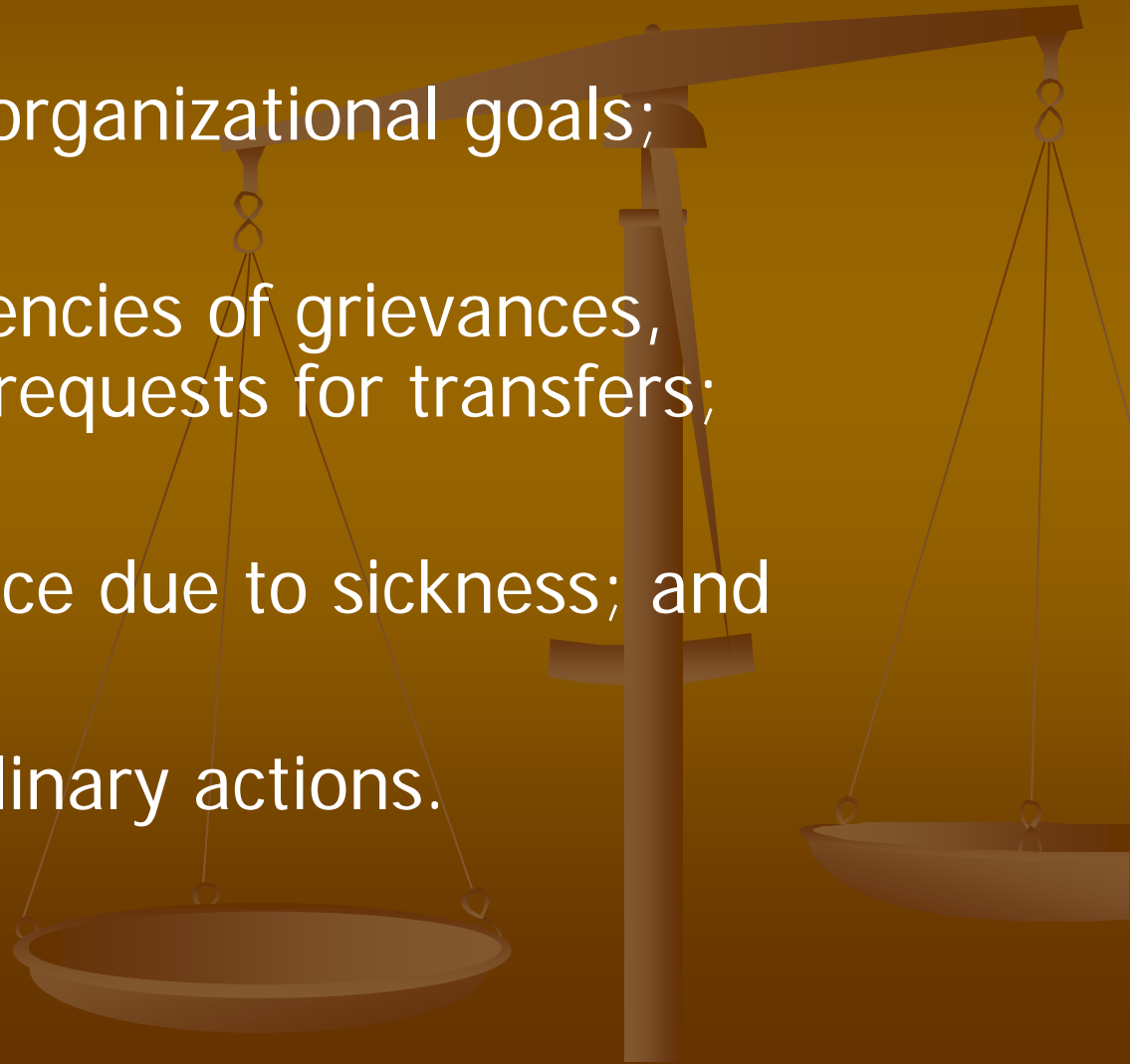
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- • Dismissing employees suffering from stress as “weak” while completely ignoring or denying potential work-related causes of the stress; and/or

- • Encouraging employees to fabricate complaints about colleagues with promises of promotion or threats of discipline.

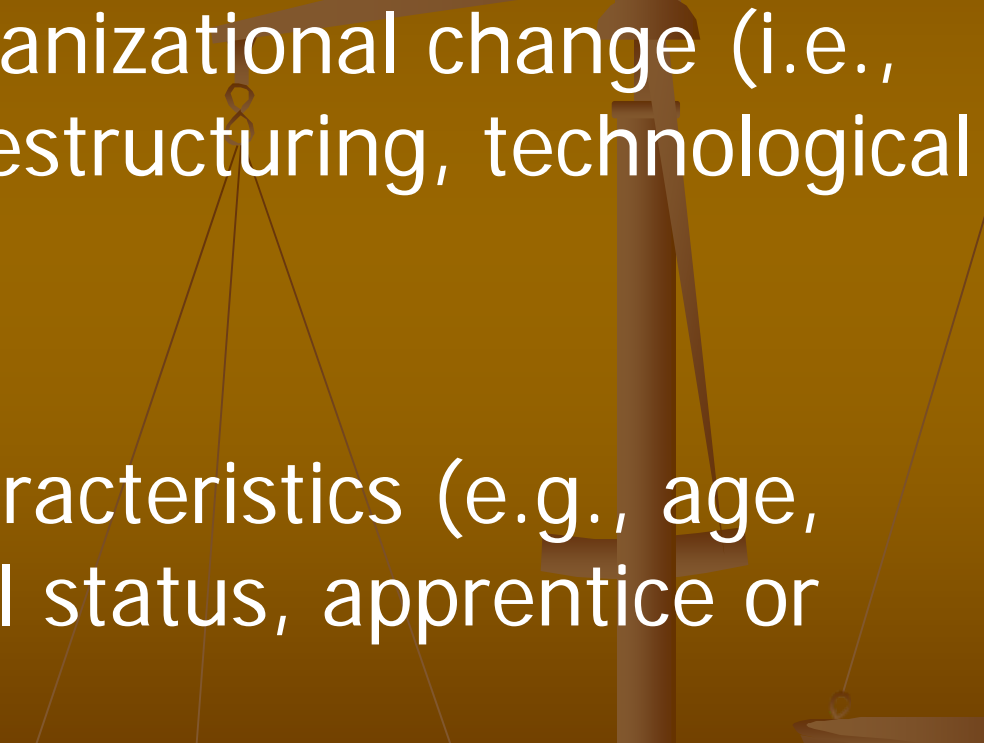


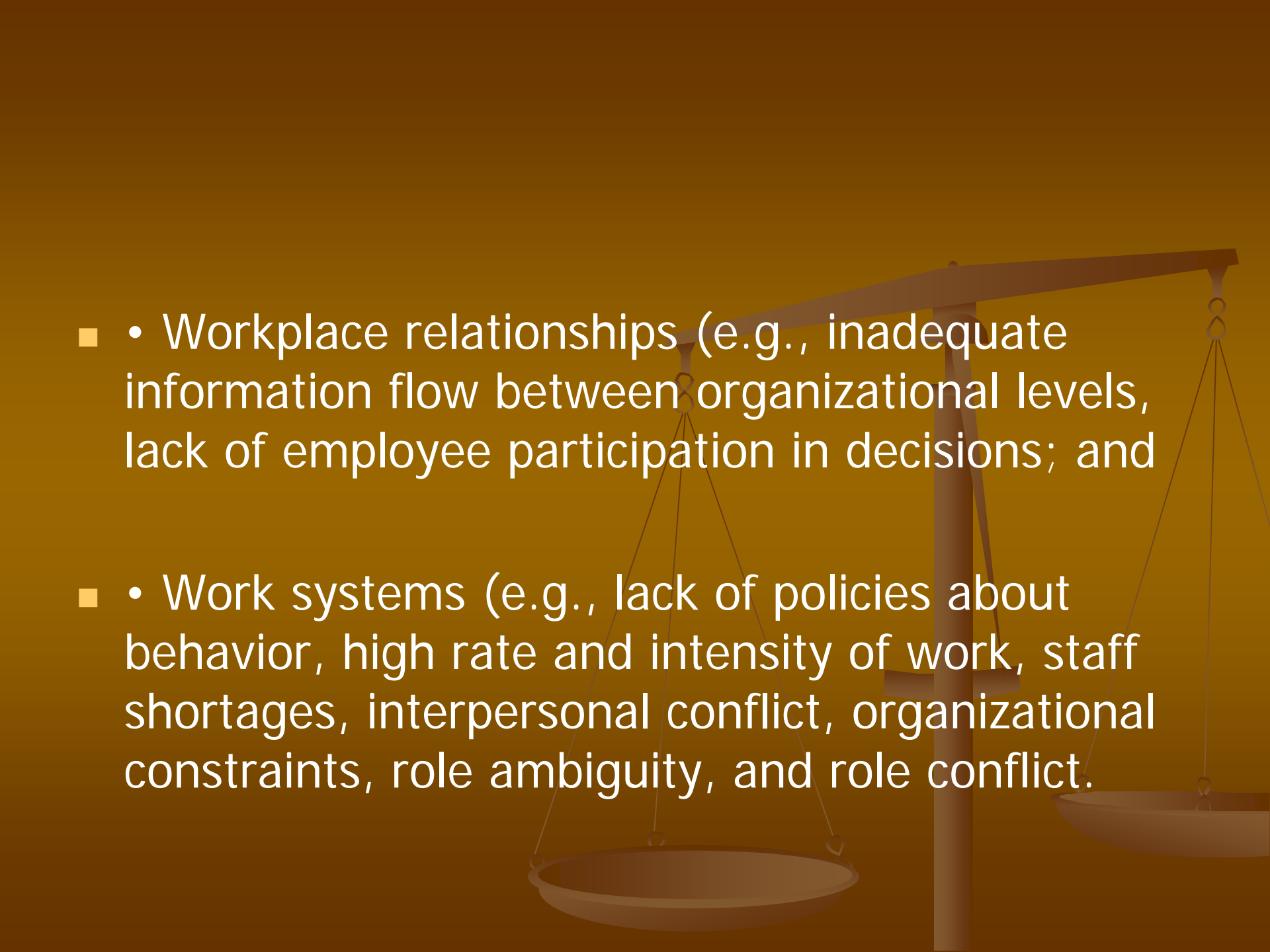
# Signs of corporate and institutional bullying include:

- • Failure to meet organizational goals;
- • Increased frequencies of grievances, resignations, and requests for transfers;
- • Increased absence due to sickness; and
- • Increased disciplinary actions.



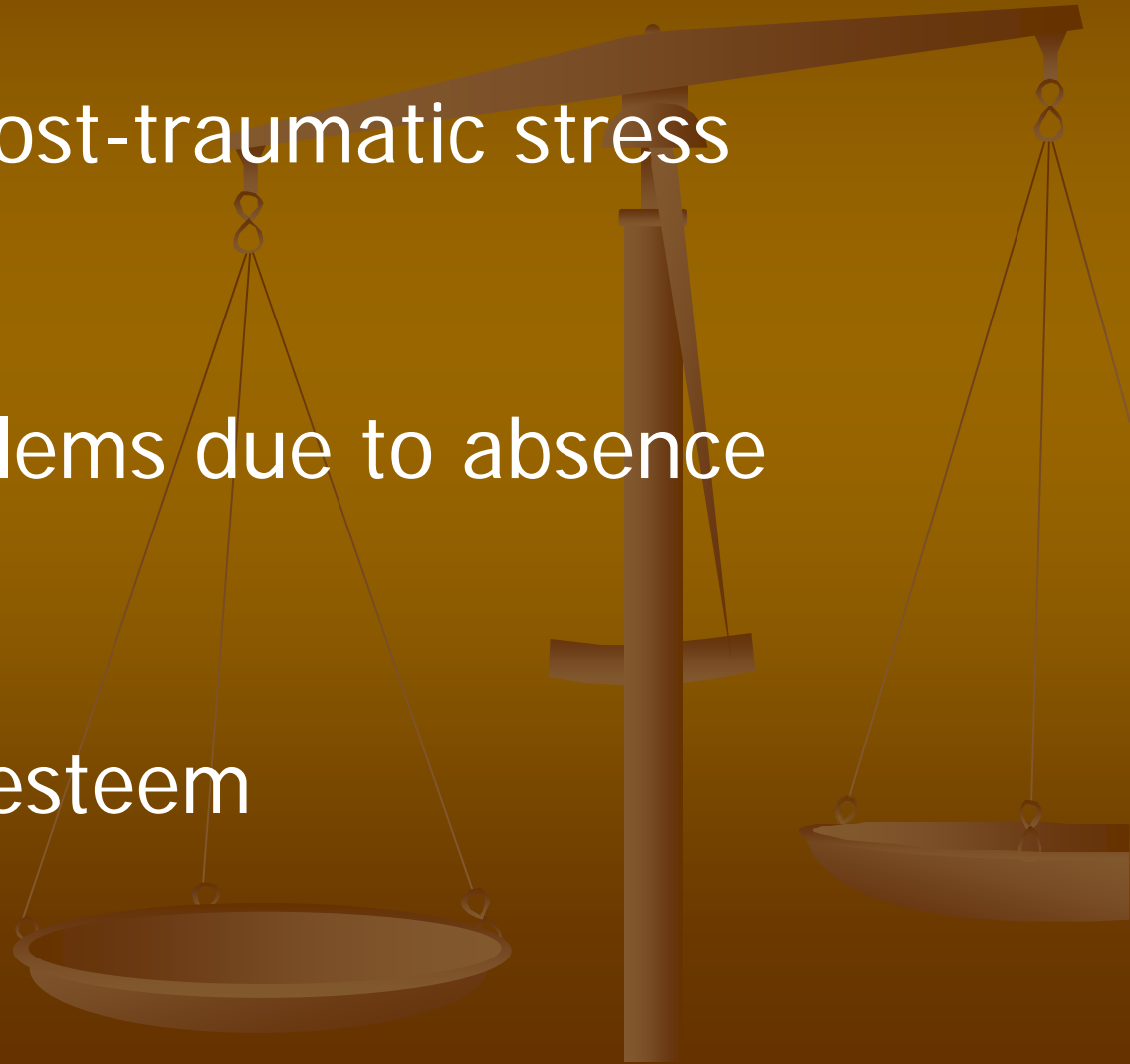
# Factors that Increase the Risk for Bullying Behavior:


- • Significant organizational change (i.e., major internal restructuring, technological change);
  - • Workforce characteristics (e.g., age, gender, parental status, apprentice or trainee);
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- • Workplace relationships (e.g., inadequate information flow between organizational levels, lack of employee participation in decisions; and
  - • Work systems (e.g., lack of policies about behavior, high rate and intensity of work, staff shortages, interpersonal conflict, organizational constraints, role ambiguity, and role conflict).

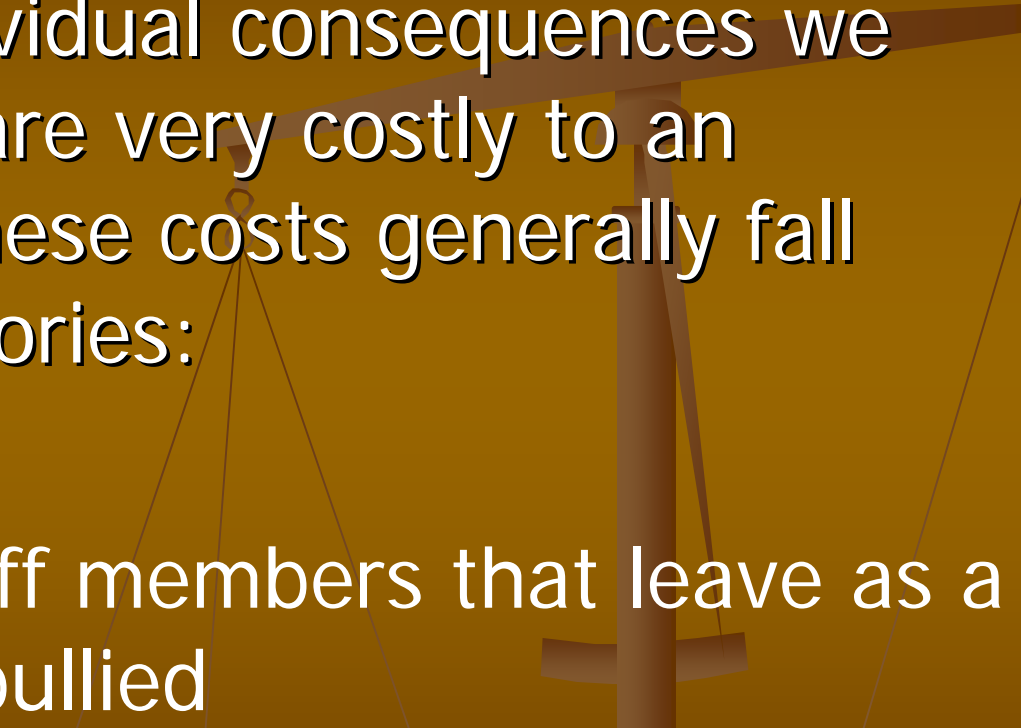
# HOW BULLYING AFFECTS PEOPLE:

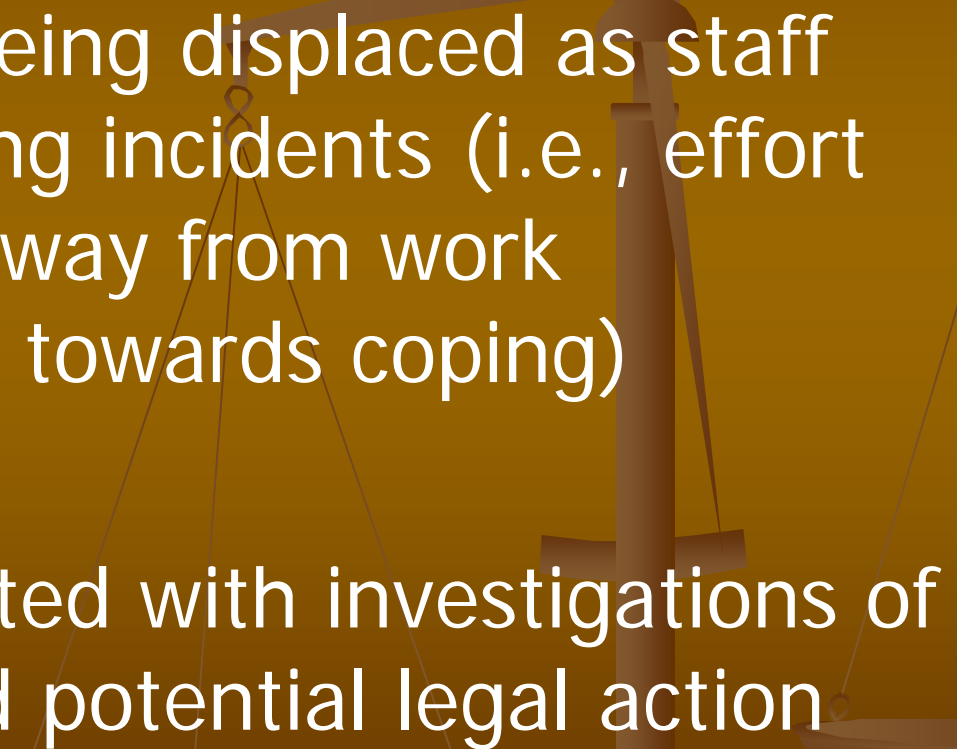
- • High stress; post-traumatic stress disorder (PTSD)
- • Financial problems due to absence
- • Reduced self-esteem

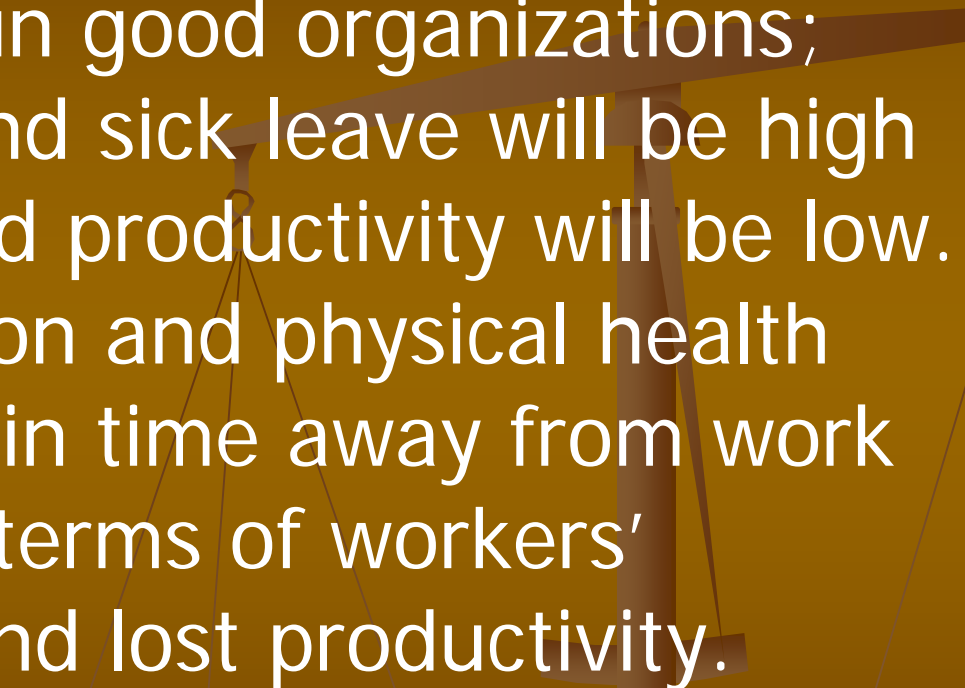


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- • Sleep disturbances
  - • Increased depression/self-blame
  - • Digestive problems

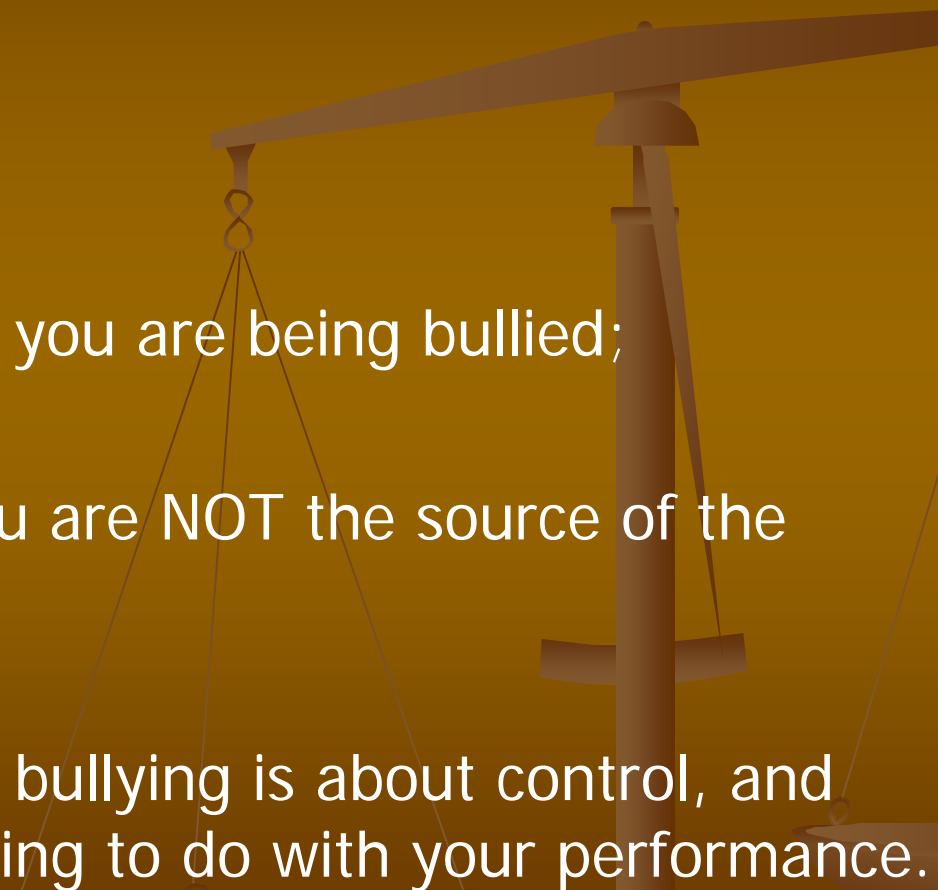
# HOW BULLYING AFFECTS ORGANIZATIONS:

- Each of the individual consequences we have just seen are very costly to an organization. These costs generally fall into three categories:
    - 1. Replacing staff members that leave as a result of being bullied
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- 2. Work effort being displaced as staff cope with bullying incidents (i.e., effort being directed away from work productivity and towards coping)
  - 3. Costs associated with investigations of ill treatment and potential legal action

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- Bullies do not run good organizations; staff turnover and sick leave will be high while morale and productivity will be low. Stress, depression and physical health problems result in time away from work that is costly in terms of workers' compensation and lost productivity.

# WHAT CAN BE DONE ABOUT BULLYING?

- **Employees:**
  - Regain control by:
    - • Recognizing that you are being bullied;
    - • Realizing that you are NOT the source of the problem; and
    - • Recognizing that bullying is about control, and therefore has nothing to do with your performance.
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- Take action by:

- • Keeping a diary detailing the nature of the bullying (e.g., dates, times, places, what was said or done and who was present); and
- • Obtaining copies of harassing / bullying paper trails; hold onto copies of documents that contradict the bully's accusations against you (e.g., time sheets, audit reports, etc.).

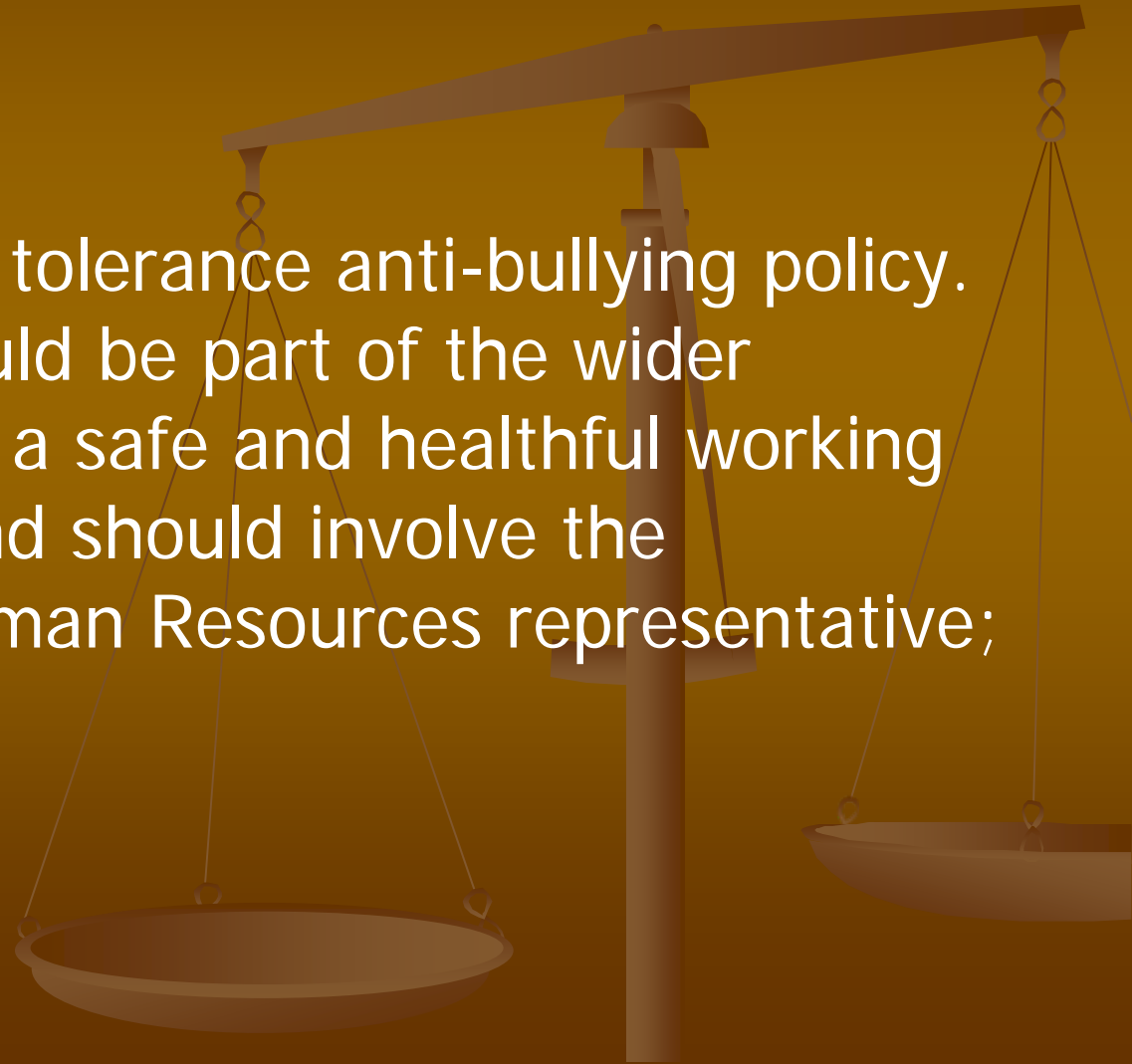


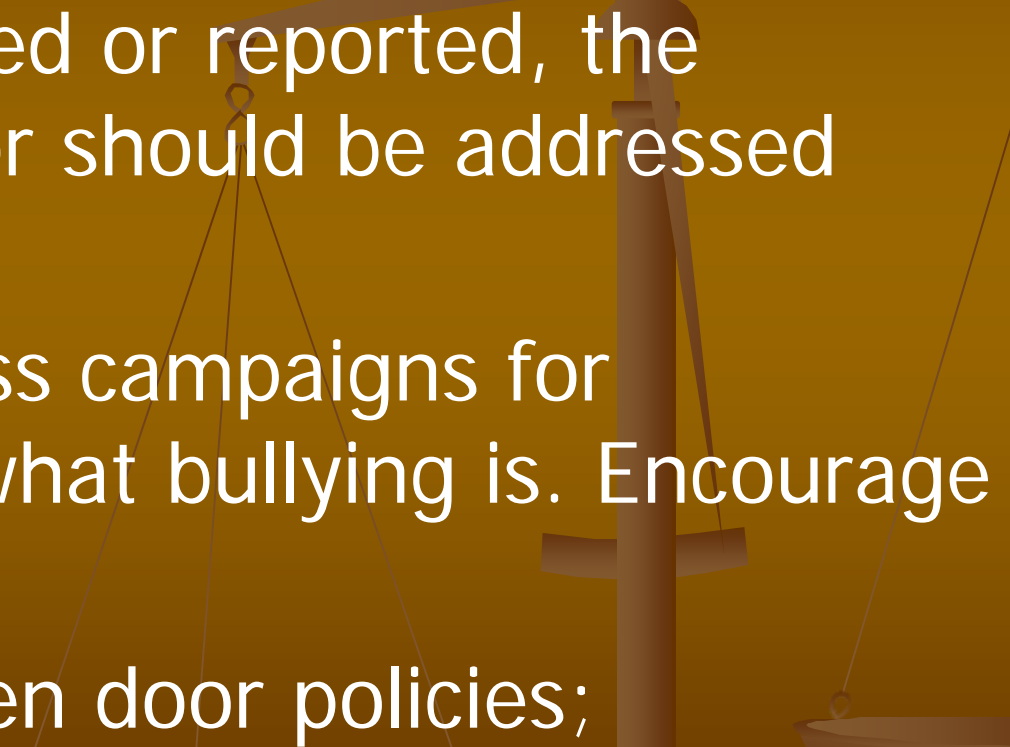
- Other actions:

- Assert your right to be treated with respect regardless of who you are and where you rank.
- • Expect the bully to deny and perhaps misconstrue your accusations; have a witness with you during any meetings with the bully; report the behavior to an appropriate person.

## ■ Employers:

- • Create a zero tolerance anti-bullying policy. This policy should be part of the wider commitment to a safe and healthful working environment and should involve the appropriate Human Resources representative;



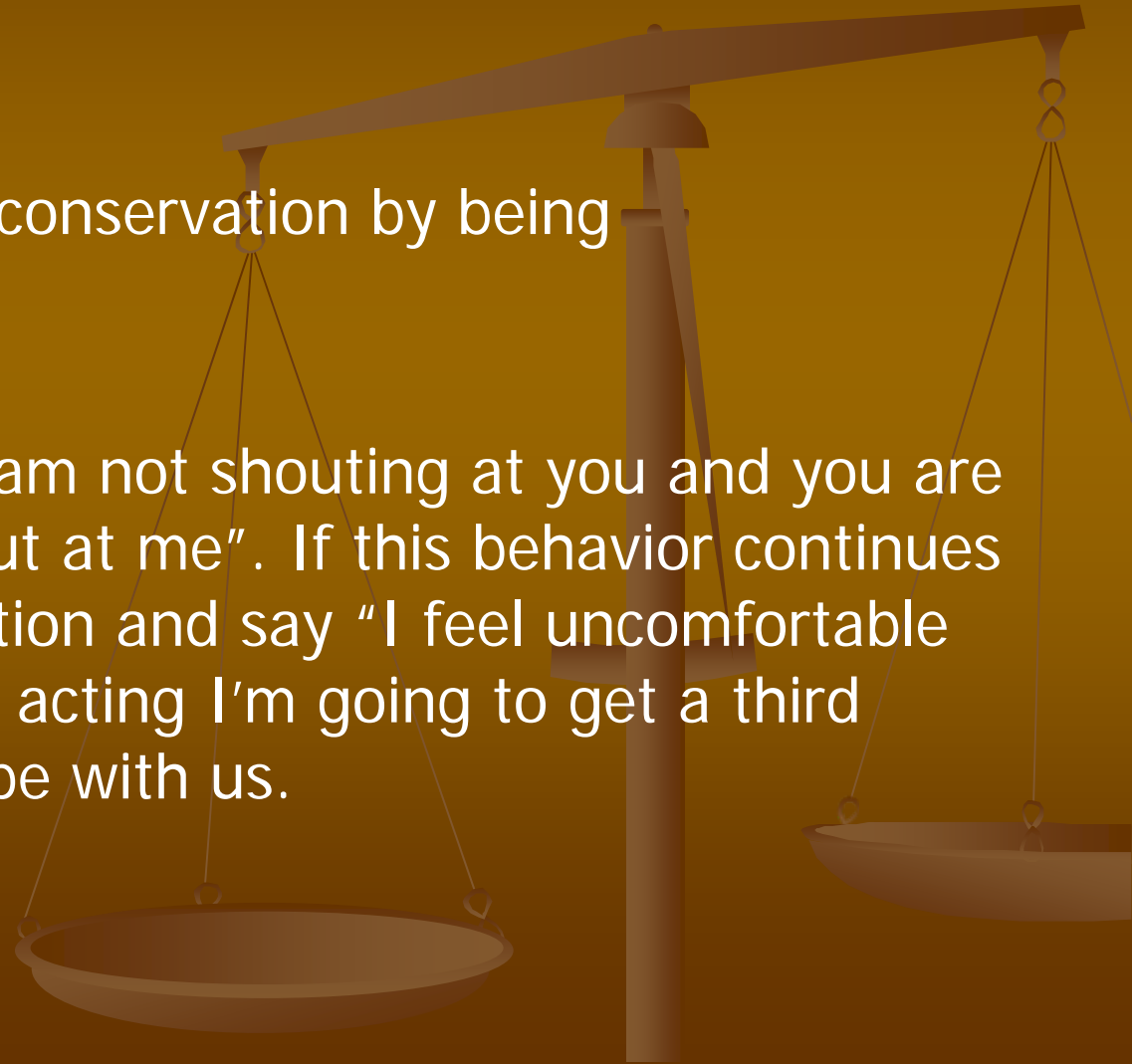
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- • When witnessed or reported, the bullying behavior should be addressed IMMEDIATELY;
  - • Hold awareness campaigns for EVERYONE on what bullying is. Encourage reporting;
  - • Encourage open door policies;

# CONFRONTING THE BULLIE

- FOR EXAMPLE:
- If he/she starts a conversation by being loud/shouting.

REPLY WITH:

In a clear tone "I am not shouting at you and you are NOT going to shout at me". If this behavior continues stop the conversation and say "I feel uncomfortable with the way your acting I'm going to get a third party involved to be with us."



# Learn from the PAST



If one person in particular has bullied you in the past DON'T

- . Allow your self to be alone with that person.
- . Allow yourself to be caught up in the "heat of the moment" and yell back.

DO

- . Stay calm
- . Report the incident to the proper supervisor.

# AIMS POLICY

