

The Victim . The Witness . The Organization

The Workplace Bullying Discussion Kit

By Michel Hobson



INTRODUCTION

“ The fact is, we still have bullies, and we still have victims who are trained not to stand up for themselves.

~ Joe Wurzelbacher

Workplace bullying is viewed worldwide in a variety of workplaces in various forms and degrees.

Workplace conflict is painful, non-productive and growing.

The belittling, negative comments, public humiliation, disparaging tone, etc. discourages us from being the best we can be at work.

“ Strong men, men who are truly role models, don't need to put down women to make themselves feel powerful.

~ Michelle Obama



SECTION

1

The Victim

The Impact Costs of Workplace Bullying

“

When someone says you cannot, look at where they are sitting. Perhaps they meant they cannot.

~ Tim Fargo

CONFLICT: to be different, opposed, or contradictory : to fail to be in agreement or accord. *

BULLYING: abuse and mistreatment of someone vulnerable by someone stronger, more powerful, etc. : the actions and behavior of a bully *

* Merriam Webster Dictionary

I suspect that each of us has experienced being the recipient of bullying behavior at work by a co-worker or manager – even a customer. You may have recognized it, however, maybe you did not report it. Every day that we endure the behavior, we believe that it is the worst day yet – and then – the next occurrence is even worse. This public humiliation is something that no one should experience.

Where do You Turn?

We look to our managers and team leaders for a resolution on bullying however, in some cases, the manager is committing the bullying actions – or – openly tolerating the actions of others within the team without repercussions. This hurts us because we then have no one to escalate the issue to.

If we escalate above the manager, we are justifiably concerned about risking retaliation.

Addressing the Issue

1

BE AWARE OF YOUR WORK SELF. You should not expect that you must sacrifice your health, and sanity in order to get along or survive

2

AVOID GUILT. You should not feel guilty for not confronting your bully

3

LIMIT YOUR EXPECTATIONS. You should not expect things to get better without intervention. You should not expect the behavior to stop – even eventually.

4

SEEK TRUSTED HELP AND SUPPORT.

5

MAKE PLAN B. Develop an exit strategy if the environment does not improve

54 million Americans reportedly have been attacked by a bully at work. *

Coping Strategies

FOCUS ON YOUR NEEDS.

SET LIMITS AND PRIORITIES.

PLAN YOUR RESPONSE. Use the Difficult Conversations Checklist to Create a Strategy

BUDDY UP. Avoid Alone Encounters With the Bully

* Workplace Bullying and Trauma Institute (WBTI)



DEMONSTRATE BEHAVIOR. Your actions should not imitate the behavior of the bully

CONTROL EMOTION. Remain calm, polite, and direct, this will take repeated practice

WRITE IT DOWN. Document the Behavior and Responses – carefully and factually.

BE TIGHT-LIPPED. You should not share your documented proof – be overly cautious



Difficult Conversations With Coworkers Checklist

- Read more [here](#)
- Grab Your Copy [here](#)

SECTION

2

The Witness

The Impact Costs of Workplace Bullying

“

(To the haters) You are not extinguishing the bright of mankind, you're simply burying yourself in an unmarked grave.

~ Stefan Molyneux

60% of the co-worker witness reactions, to observed bullying, were harmful to the target of the bully. *

1 TAKE A STAND.

2 COMMUNICATE.

3 LISTEN.

4 CREATE AN ACTION PLAN.

* Workplace Bullying and Trauma Institute (WBTI)

5 ENCOURAGE SOLUTIONS TO ADDRESS AND RESOLVE THE ISSUE.

6 BE THE CATALYST.

7 OFFER OR SUGGEST AVAILABLE RESOURCES AND TOOLS FOR THE EMPLOYEE WHO IS EXPERIENCING THE ISSUE.

8 DO NOT BE A SILENT PARTNER .

Coworkers | Customers | Vendors

Multiple generations, multi-national, multicultural global workplaces. Each generation and culture has its own communication style, expectations and workplace culture.

“What can be done?”

Different slang and terminologies may translated differently between cultures, and generations. When we use it, it's easy to leave someone out of the conversation and impacting the working relationship.

When it is done deliberately and we witness the negative impact – what should be done?



Coworkers | Customers | Vendors

You Discussed With a Colleague, and Were Told
“That’s Just How It Is, Just Move On.”

- Ask the coworker to explain what they meant before you make a judgment
- Respect each generation / nationality / culture and recognize its value in the workplace
- Find and encourage common ground

SECTION

3

Leadership . Management

The Costs of Workplace Bullying

image

“

To handle yourself, use your head. To handle others, use your heart.

~ Eleanor Roosevelt

70% of the employer reactions to observed bullying behavior was reported harmful to the recipient of the bullying behavior. *

1:1 Meetings With Your Boss (the Bully)

- Mentally Rethink the 1:1 as a “Discussion”
- Prepare an Agenda for the 1:1 Meeting
- Identify a List of Measurable Accomplishments

* Workplace Bullying and Trauma Institute (WBTI) study



- Pinpoint Areas to Improve (In Advance)
- Send follow-up email outlining the key discussion points
- Articulate 1 to 2 professional development opportunities (other teams, special projects)



CHECKLIST

Difficult Conversations with Your Boss

IS EVERY MEETING WITH YOUR MANAGER CALM, CIVIL AND PRODUCTIVE? MAYBE A LITTLE PREPARATION WOULD HELP.

YES, I NEED THIS!

Key Reasons Employees Quit Their Jobs



According to one study, in 2017, approximately 40% of employees quit within the first 12 months of their new job. About 50% of those – left within the first 90 days.

According to the Bureau of Labor Statistics (BLS) more than 3.5 million people left their jobs voluntarily in October 2018 alone.

The cost of hiring, and rehiring workers impacts the time of managers and leaders – as well as the financial impact to the organization.

Want more? Check out “[Why Employees Quit](#)”.

SECTION

4

The Organization

The Costs of Workplace Bullying

image

“

You may not control all the events that happen to you, but you can decide not to be reduced by them.

~ Maya Angelou

40% of the workers targeted by workplace bullies experience stress-related health issues. *

1 EXAMPLES

- Challenging physical work environments (e.g. air quality, noise, distracting open workspaces)
- Change in the organization structure, mission, goals and how it is managed
- Lack of variety or meaningful work
- Limited employee's control over work
- Challenging workplace interactions

* Workplace Bullying and Trauma Institute (WBTI)



- Hours of work, including shift work
- Hectic, disorganized pace of work
- inflexible distribution or varying Workloads across teams
- Abilities or skills a mismatch for the work demands
- Lack of preparation and/or training (leadership, professional, technical)

2

IMPACT OF BULLYING ISSUES

Decades. Over the past decades, many people have been suffering on the job. Even today, you will see lots of employees who experience depression and stress, with increased bullying conflict between workers, clients, and customers.

Changing or reducing workplace bullying before it becomes an acceptable, tolerated habit is a goal many organizations and their teams share.

Continual, repetitive, unresolved bullying can damage workers health and costs organizations in lost work hours and productivity. There are many factors resulting in organizational conflict, including bullying.

Info

200 Million Lost Workdays Annually

WORKPLACE COUNSELING. If your organization offers it as a benefit, workplace counseling is a specialized, independent resource for individuals working across multiple sectors and in any working environments.

When a company gives its employee an access to a confidential, free workplace counseling service, and those strategies learned implemented, some work issues can be positively impacted.

Counseling can help put perspective and suggest alternative reactions to the issues that arrive.

It can be an informal method to sort out problems before they develop into disciplinary issues.

Want more? Check out [“Workplace Issues Impact The Bottom Line”](#)



IMPACT OF BULLYING ISSUES

“Workplace bullying ...
(one of) **the main reasons why people seek
medical care and/or workplace counseling.**”

Workplace bullying and harassment, depression, stress, gossip, communication and others are some of the main reasons why people seek medical care and/or workplace counseling.

3 SETTING STANDARDS AND EXPECTATIONS

- CHAMPION CIVILITY STANDARDS.
- MIRROR THE EXPECTATIONS.
- COMMUNICATE BENEFITS OF ORGANIZATIONAL STANDARDS.
- EMBED IN DAILY WORKPLACE CULTURE.
- CREATE THE FUTURE VISION.
- ROADMAP FOR REPORTING.
- IDENTIFY RESOLUTION RESULTS REGULARLY.

Info

Workshop

BULLYING IN TODAY'S WORKPLACE

The unspoken issue of workplace bullying exists in the global workplace – whether acknowledged or not. In fact, more than 50% of workers have reported being bullied, and/or witnessing bullying behavior in their place of employment, by bosses, customers or co-workers.

As a result, millions of hours of productivity are lost within organizations due to employee absenteeism, health issues add loss of experienced, talented workers. Within this one-day workshop, explore what actions managers and leaders can take to positively impact the issue within their teams and organizations.

- Live Workshop – 1 day
- Virtual Live Workshop – 6.5 hours

WANT THIS WORKSHOP?


Email: contact@hobsontraining.com

Pricing, Questions, Availability [here](#)

What's Covered

1. Organizational Costs of Bullying
2. Examples of Bullying
3. Responding to Bullying
4. Bullying Prevention
5. Protecting the Victim
6. Workplace Bullying Policies And Procedures

Available Now



BULLYING IN TODAY'S WORKPLACE

HOBSONTRAINING.COM
WORKSHOP

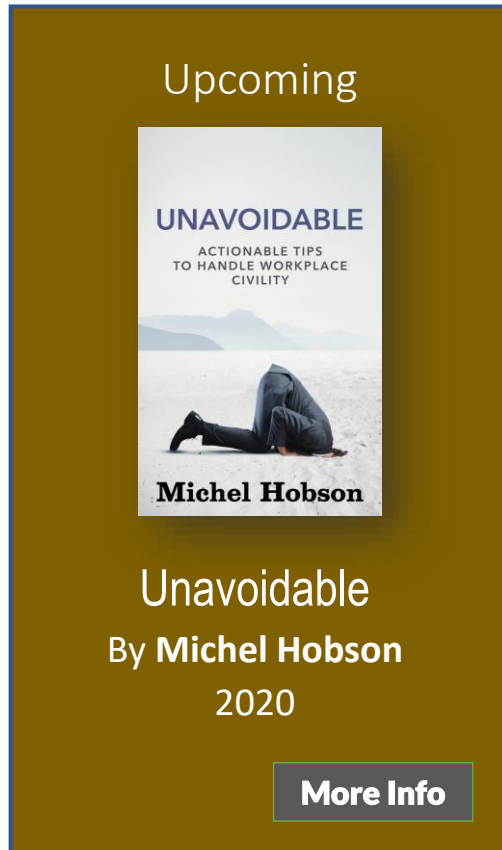
More than 50% of workers have reported being bullied, and/or witnessing bullying behavior in their place of employment, by bosses, customers or co-workers.

Within this one-day workshop, explore what actions managers and leaders can take to positively impact the issue within their teams and organizations.

LIVE **VIRTUAL REMOTE**

BULLYING IN TODAY'S WORKPLACE

Info



ABOUT THE AUTHOR

Michel Hobson is a consummate professional with a M.A. in Training and Development. As a professional corporate trainer, and facilitator, she knows what course content and actionable learning activities work well with a live or virtual live audience. Using that extensive experience and knowledge in the courses and workshops consistently results in measurable skills and invaluable resources that attendees can utilize long after the course or workshop has been completed.

Will be available on Amazon [here](#)

READ MORE

Click [here](#)

Info



WORKPLACE BULLYING, WHAT CAN YOU DO ABOUT IT

Download and utilize infographic and keep it handy as a reference. It is not intended to be all-inclusive, but merely one of the tools available to help you navigate the difficult workplace you currently find yourself in. Additionally,

- Review it periodically.
- Enhance the list with solutions of your own.
- Select one of the tips and track your activity.
- Identify if your interactions with the bully have changed and why?

Want more? Check out [“Workplace Bullying, What Can You Do About It”](#)

Info

Webcasts

Workplace Bullying and How You Can Manage During Difficult Times



Michel Hobson

Life may be uncertain right now, but there are steps we can take to keep workplace bullying and incivility – whether onsite or working remotely, from compounding our value and stress.

More info [here](#)

Info



COPYRIGHT

Copyright 2020. Michel Hobson, HobsonTraining.com

DISCLAIMER

This document was created April 2020 and is based upon the best information available at the time.

To check for updates, please visit HobsonTraining.com