

BULLY PROOF YOUR ORGANIZATION FOR LIFE

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Testing your Knowledge



Workplace stress has been found to cost U.S. organizations over \$300 billion per year

True or False?



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Testing your Knowledge

–80% of workers say they have witnessed workplace bullying at some time in their careers

True or False?



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Testing your Knowledge

Only 5% of bully targets had to leave their jobs to make the bully go away

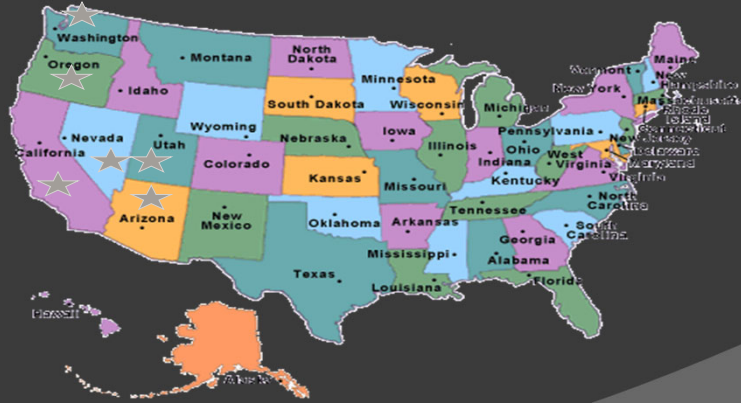
True or False?



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True or False

35% of the U.S. workforce (an est. 53.5 million Americans) report being bullied at work



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Testing your Knowledge



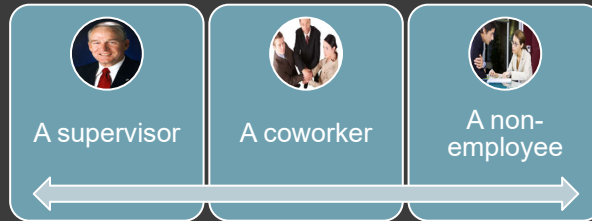
The average bullying behavior lasts about 3 minutes

True or False?

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Testing your Knowledge

The bully can be:



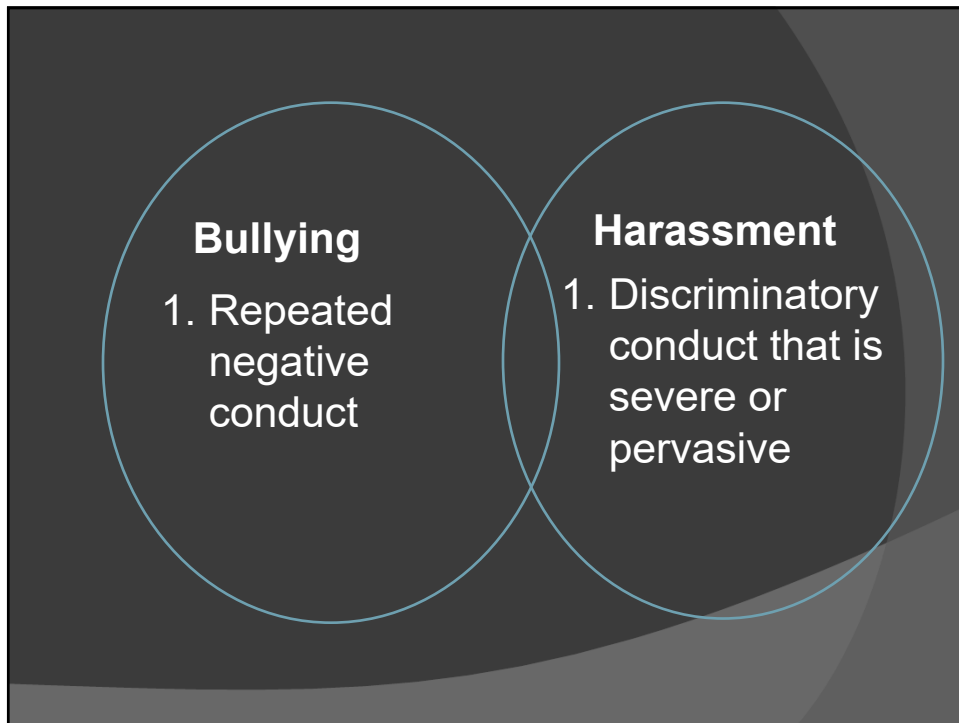
True or False?

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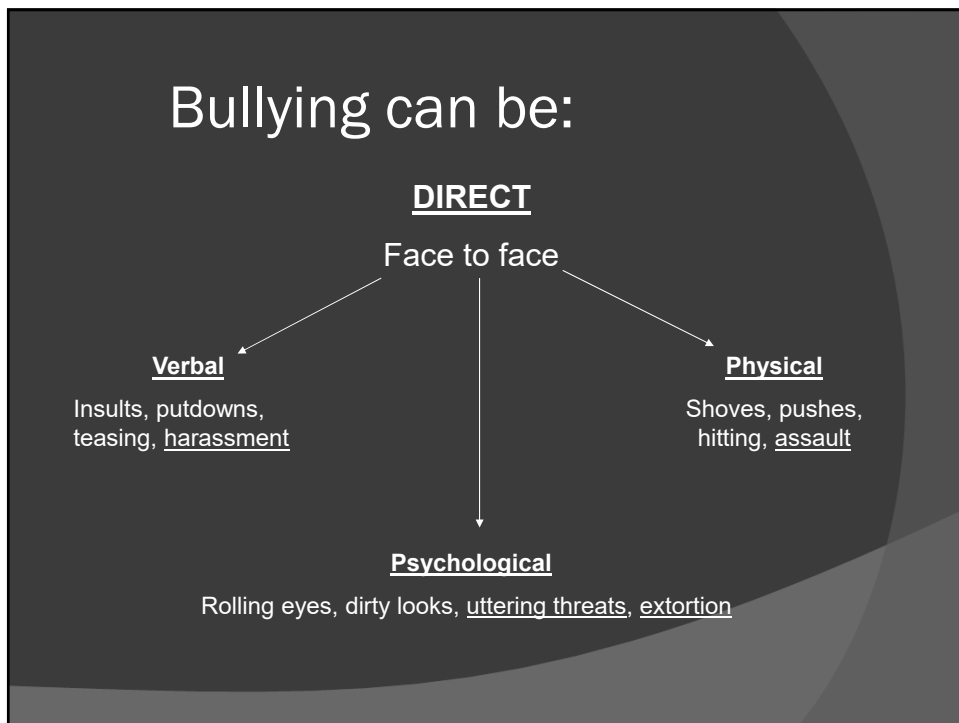
Bullying Definition

- Behavior that is intentional, hurtful and repeated by one or more persons.
- Bullied victims are teased, harassed, and assaulted verbally or physically.

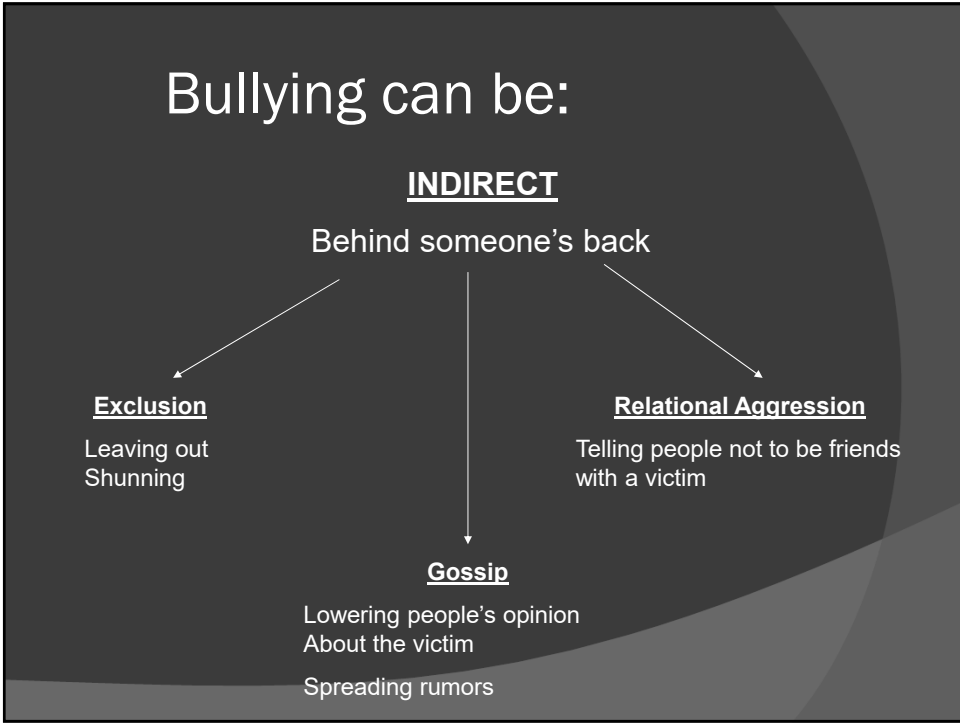
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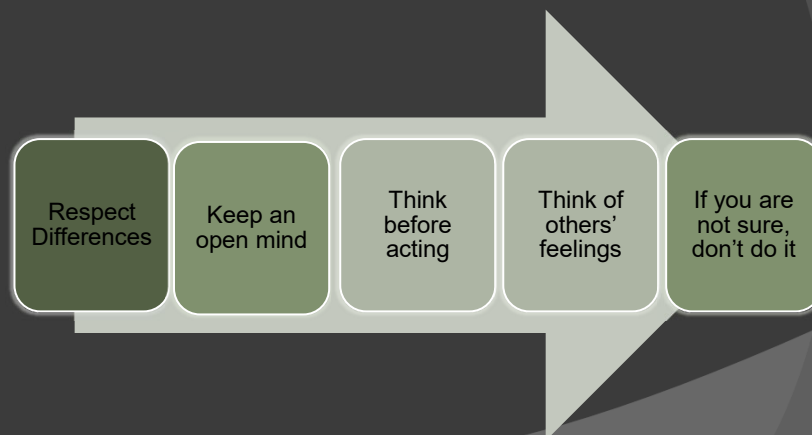
More Statistics



- 45% of targets report stress related health problems
 - Panic attacks
 - Clinical depression
 - Post traumatic stress
- 40% of targets never tell anyone
- 3% of targets file lawsuits

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How to prevent unwelcome behaviors



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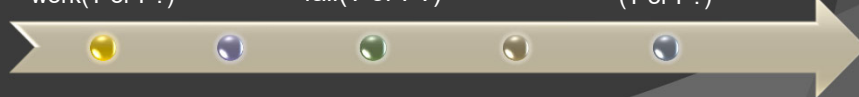
Is This Unwelcome Behavior?

Undermining or deliberately impeding a person's work(T or F?)

Establishing impossible deadlines that will set up the individual to fail(T or F?)



Criticizing a person persistently or constantly (T or F?)



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Unwelcome behavior

How will it look in the paper?

Does the behavior comply with the company's policies?

Would you like your immediate family to be treated in such way?



If you do it, will you feel bad?

Is the behavior legal? (Ethics vs. Law)

Will your behavior offend others?

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Unwelcome behavior

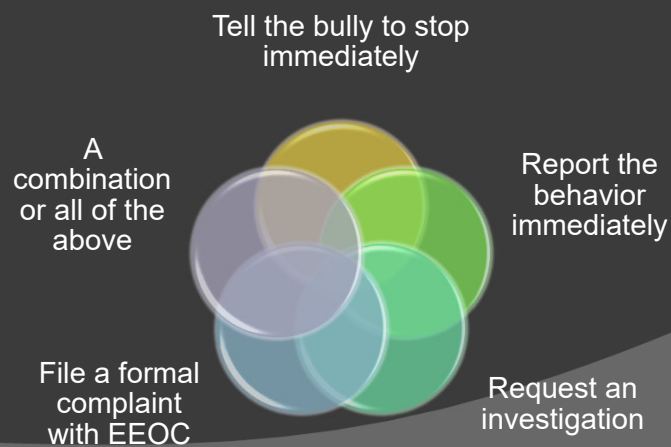
What if you are not sure that your behavior is welcome or unwelcome?

Don't Even Think About It!



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Handling Harassment/Bullying



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Strategic Planning

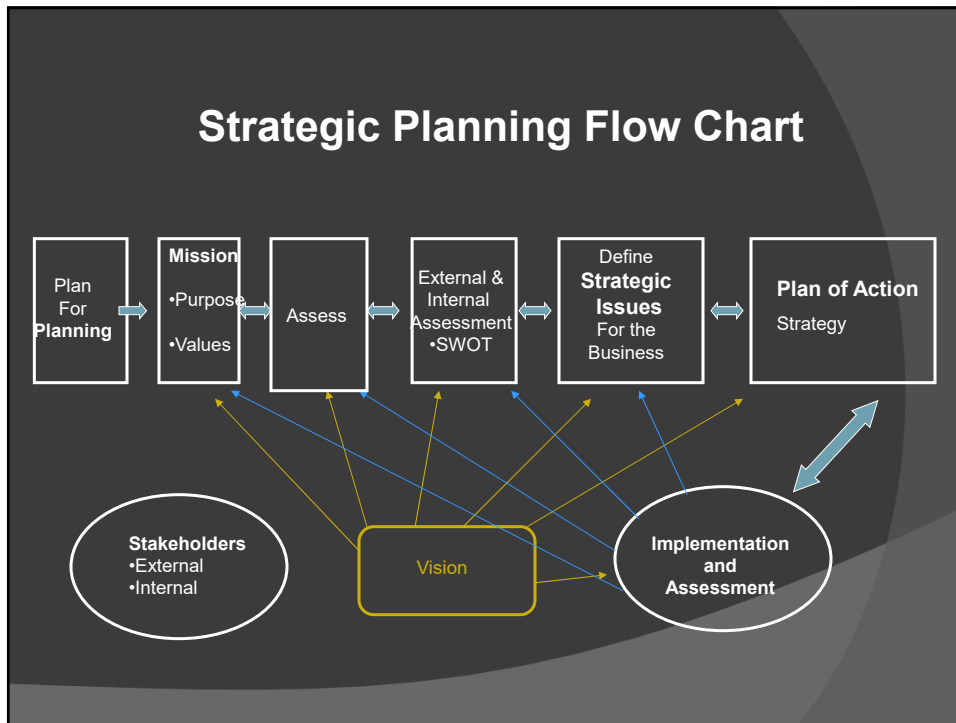
How can you change the entire organizational culture and get support from the top and throughout the organization?

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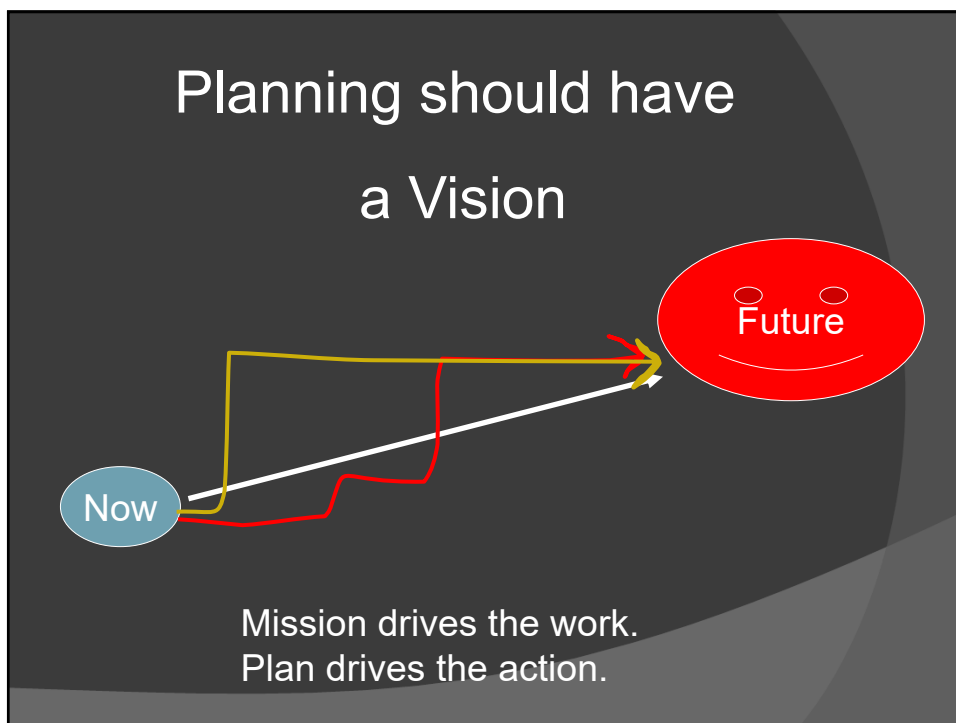
Strategic Planning

Is bullying/harassment part of your vision and culture?

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Formulate a Strategy

- Make an Action Plan...So now what?
 - What to do?
 - Who will do it?
 - When....set a timeline
- Report Back



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Strategic Planning

Redevelop policies/zero tolerance
Educate/train-annually
On going awareness-brown bag
discussions
Hang anti-bullying posters in staff room
Do activities that promote staff unity (ex:
staff retreats)

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Workplace Bullying Policy

[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.

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- 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:

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- **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

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- 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

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- 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, underloading, 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)