

WORKPLACE
Bullying

What does **bullying** mean to you?
Take a few moments to think
about this before moving to the
next slide.



Defining **Bullying**

A persistent pattern of behaviors that threaten, intimidate, degrade, undermine, embarrass, or humiliate another and have an adverse impact on another's emotional and psychological well-being.

Bullying Behaviors

- Yelling
- Insulting remarks
- Ignoring/Excluding
- Inappropriate non-verbal behavior, e.g., staring, pointing
- Spreading malicious rumors or gossip
- Applying different policies, procedures, or standards

Bullying Behaviors

- Imposing unreasonable or inappropriate work demands
- Unduly criticizing work performance
- Making false accusations
- Stealing credit for another's work
- Denying training & resources for success
- Uninvited invasion of office space & scrutiny of e-mails
- Interfering with others' work

Bullying and Harassment

Harassment	Bullying
A single incident, a few incidents, many incidents	Accumulation of many small incidents
It is obvious you are being harassed	May not realise you are being bullying for weeks or months
Revealed through use of offensive vocabulary	Trivial criticisms, false allegations, etc.
Harassment has a strong clear focus (race, sex, disability)	Focus is on competence (envy) and popularity (jealousy)
Harassment often for peer approval, bravado, image	Tends to be secret – no witnesses
Target is perceived as easy	Target is a threat to control, subjugate, eliminate
Harasser lacks self-discipline	Driven by envy and jealousy



THE

Bully

Did you know?





35%

of the US workforce has
experienced **bullying** first-hand



15%

of the US workforce has
witnessed someone being **bullied**

50%

**75 million people
have experienced
or witnessed **bullying****



29%

**of workers
55 years of age
or older have
been **bullied****



bullied employees report...

...more job stress

...less job commitment

...higher levels of anger

...greater anxiety

THE Victim

The Consequences of
Workplace Bullying



Psychological-Emotional Consequences

- Stress & Anxiety
- Depression
- Reduced Internal Focus of Control
- Lower Self-Esteem & Self-Efficacy
- Shame & Guilt
- Helplessness
- Anger & Aggression
- Suicidal Behavior

Physical Health

- Headaches
- Nausea
- Chest Pain
- Cardiovascular Disease
- Immune System Problems
- High Blood Pressure
- Diabetes
- Weight Gain/Loss
- Fatigue



Impact on Team Members...

...Shutdown in behavior.

...Social isolation.

...Align with the bully.

**...Act aggressively toward
targeted employee.**

**...Loss of focus and
distraction from duties.**

What Can a Victim Do?

- **Admit that you are being bullied.**
- **Seek support from colleagues, friends and family members.**
- **Report aggressive behavior first to supervisors / managers and then to HR.**
- **Keep a diary detailing the nature of the bullying and gather supporting evidence (paper trails, emails, voice mails, etc.)**
- **Include a witness when meeting with a bully.**
- **Follow policy and procedures.**



ORGANIZATIONAL Culture

Determines what attitudes
and behaviors are tolerated
and even encouraged.

A fundamental **shift in culture**
has to happen in order for us to
recognize that we control our
environment...

AND

We will not tolerate **bullying**, as it
serves no purpose other than to
undermine our team's cohesiveness and
ability to provide quality veteran care.

Let's all work together for ALL
our benefit by committing to
creating a

"BULLY-FREE"

Workplace...

EEO hostile work environment
verse

all other forms of hostile work
environment (including bullying)...

What is the difference ?

Clarifying EEO HWE / Harassment verse other HWE / Harassment and Bullying

- EEOC defines HWE as:
 - Any unwelcome verbal or physical conduct, based on an EEO protected class; such as race, gender, religion, national origin; that is sufficiently offensive that it alters a condition of the victim's employment.
 - Harassment does not consist of dissatisfaction with a supervisor in connection with job-related matters, job-related events that an employee finds merely objectionable, normal stress associated with work, or the belief that job-related events are "harassing" in nature. In addition, under Federal EEO law, discriminatory harassment must be more than disagreements, interpersonal friction, or events that merely result in hurt feelings. *See* Lin v. U.S. Postal Service, EEOC Appeal No. 01932880 12/23/1993.
- Non-EEO HWE including Bullying:
 - Bullying is a persistent pattern of behaviors that threaten, intimidate, degrade, undermine, embarrass, or humiliate another and have an adverse impact on another's emotional and psychological well-being.

Questions?