WORKPLACE Bullying
What does **bullying** mean to you?
Take a few moments to think about this before moving to the next slide.
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
<table>
<thead>
<tr>
<th>Harassment</th>
<th>Bullying</th>
</tr>
</thead>
<tbody>
<tr>
<td>A single incident, a few incidents, many incidents</td>
<td>Accumulation of many small incidents</td>
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<tr>
<td>It is obvious you are being harassed</td>
<td>May not realise you are being bullying for weeks or months</td>
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<tr>
<td>Revealed through use of offensive vocabulary</td>
<td>Trivial criticisms, false allegations, etc.</td>
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<tr>
<td>Harassment has a strong clear focus (race, sex, disability)</td>
<td>Focus is on competence (envy) and popularity (jealousy)</td>
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<tr>
<td>Harassment often for peer approval, bravado, image</td>
<td>Tends to be secret – no witnesses</td>
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<td>Target is perceived as easy</td>
<td>Target is a threat to control, subjugate, eliminate</td>
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<tr>
<td>Harasser lacks self-discipline</td>
<td>Driven by envy and jealousy</td>
</tr>
</tbody>
</table>
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?