

BEHIND OFFICE DOORS: BULLYING IN THE WORKPLACE

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Objectives

- What is workplace bullying?
- What behaviors are associated with workplace bullying?
- What is the impact of workplace bullying?
- What are strategies to reduce workplace bullying?
- What are the legal implications?
- What are solutions and techniques for prevention?

Facts

- Approximately, 54 million people are bullied
- 38 to 90% of professionals reported being bullied in their careers.
- **ONLY 23% of bullies receive any consequences**
 - (Keashly & Nuewmam, 2010, Crothers, Lipinski, & Minutolo, 2009, Namie & Namie, 2009)

Bullying

- Is 4 times more prevalent than illegal, discriminatory harassment.
- Is **LEGAL**
- Can happen anywhere
 - (Keashly & Nuewmam, 2010, Crothers, Lipinski, & Minutolo, 2009, Namie & Namie, 2009; www.workplacebullying.org)

Workplace Bullying

- Is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators.
- **It is a misuse of power.**
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)



The bully

- Vindictive in private but charming in public
- Displays self-assuredness to mask insecurity
- Portrays self as wonderful
- Counter attacks and denies when asked to clarify
- Manipulates through guilt
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)

The bully

- Are obsessed with controlling others
- Are convincing and compulsive liars in order to account for matters at hand
- Excel at deception, lack conscience, and are dysfunctional
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)

Behaviors involved

- Verbal
- Non-verbal
- Cyber
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)



Impact on Individuals

- Poor physical and mental health
- Absences
- Decreased productivity and morale
- Withdrawal and isolation
- Shame and humiliation
- Poor work relationships
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)



Impact on Individuals

- Poor work relationships
- Decreased self-esteem
- Denial of promotions
- Financial harm

• (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org

Impact on Organizations

- Increased turn over
- Financial loss
- Decreased productivity
- Loss of good workers
- **Litigation and discrimination suit**
 - (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)

Strategies for Target

- Don't be Silent and find support
- Get witnesses
- Document
- Don't engage in bullying behavior

- (Keashly & Neuman, 2010; Namie & Namie, 2009; workplacebullying.org)

Strategies for Organizations

- Have good leadership
- Develop and follow a workplace policy
- Be diligent to identify bullies and protect the target
- Be quick to action

Strategies for Organizations

- Communicate that the environment is one where respect and civility will prevail
- When hiring, screen for bullying behavior
- Educate and train staff

Legal Implications

- Bullying is different from harassment
 - It is not illegal
- 26 states have introduced Healthy Workplace Bills –no laws enacted (<http://www.healthyworkplacebill.org/>).
- Lawsuits

Prevention

- Identify the potential for bullying
- Get feedback
- Recognizes impact of changes
- Be aware of changing work relationships and the workplace culture
- Enact and follow policies
- Provide training and information
- Help enact laws

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