

MANAGER TRAINING

Create a Bully Free Workplace

Workplace bullying refers to repeated, unreasonable actions of individuals (or a group) directed towards an employee (or group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of the employee(s).

Workplace bullying often involves an abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual's right to dignity at work.



Managers Need to Understand What a Bully Is and What a Bully Does

Workplace bullies use intimidation and manipulation. Learning to recognize their behavior is the first step in putting a stop to it and getting back to work in a comfortable environment.

Recognize Bullying Behaviors

Watch for the sure signs of a bully that signify more than a simple misunderstanding or personal disagreement. Workplace bullying might include:

- Shouting, whether in private, in front of colleagues, or in front of customers
- Name-calling
- Belittling or disrespectful comments
- Undermining someone's work by setting them up to fail
- Purposefully withholding information needed to perform a job efficiently
- Actively excluding someone from normal workplace/staff room conversations and making someone feel unwelcome

What Can You Do to Avoid Workplace Bullying?

1. Be a great manager. The company environment is a trickle-down affair; you set the tone for everyone under you.
2. Speak to your employees about expected behavior and go over the Code of Conduct. The message to all employees should be "treat others the way you would like to be treated."
3. Train your employees not to react negatively towards a bully. Employees should report any misconduct immediately. In short, when you respond to hostility with hostility, hostility escalates. When you respond with kindness, hostility disappears.
4. Do not play judge between employees. You will increase hostility between them as each one tries to convince you that they are right and the other is wrong. And the one you judge against will hate you, too. If employees have a conflict, instruct them to talk to each other directly, and guide them to do it like friends, without anger. If this is not possible, contact human resources for support.

Don't Ignore Bullying

If you see that an employee is being singled out unfairly, or if picked on a disproportionate amount, it can be tempting to come up with excuses. Thinking that "everyone gets treated this way," or "the employee deserved it" are inexcusable.

If you see or hear from another person that an employee is being bullied, ensure that you address the issue immediately and contact human resources.