



Workplace Bullying

GLOBAL COURSEWARE

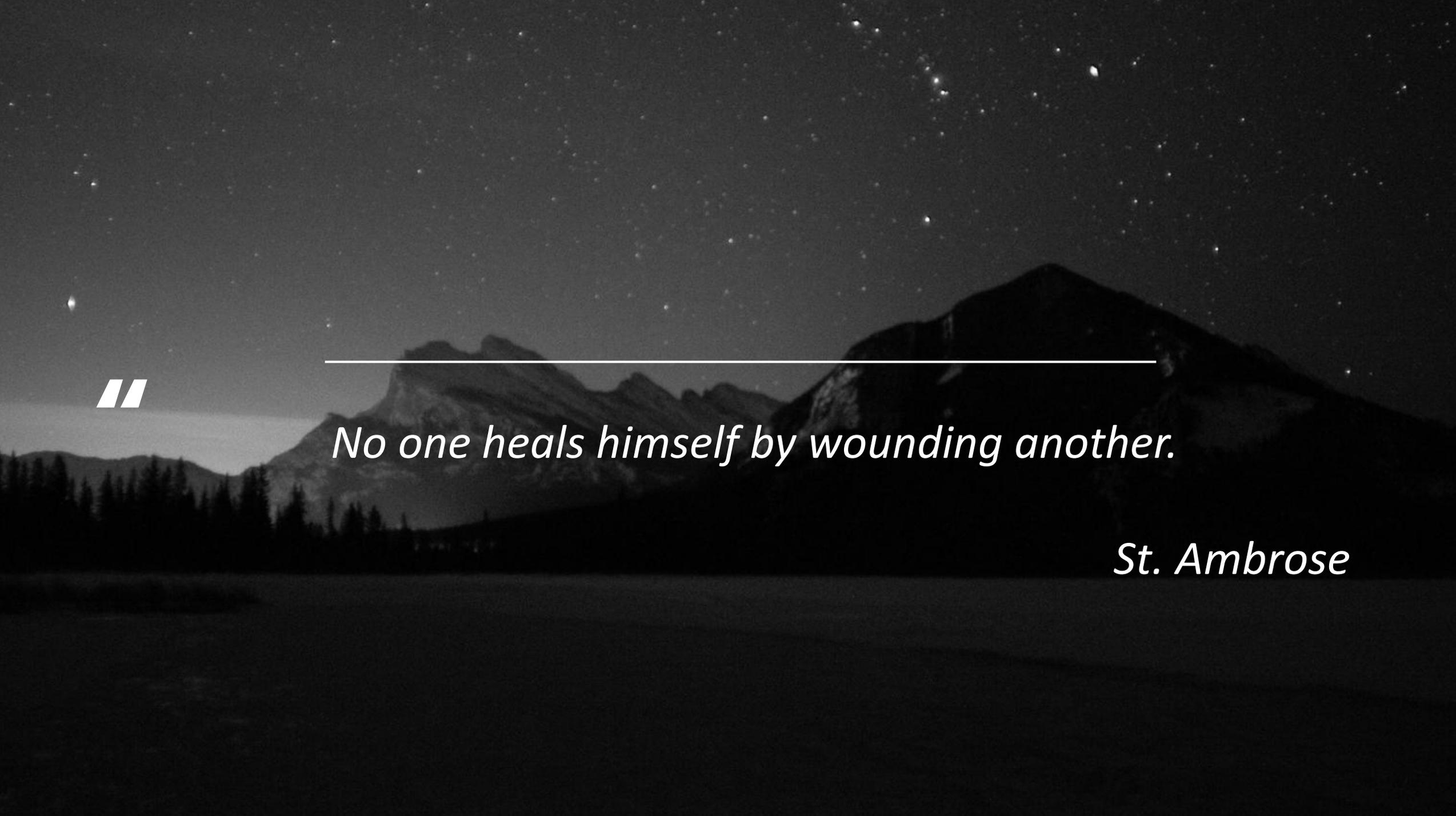
Getting Started

Training on preventing bullying in the workplace is crucial in creating a workplace that is inclusive and safe for all to work.

Workshop Objectives



- Define Workplace Bullying
- Identify different types of workplace bullying
- Define the steps to handling complaints associated with workplace bullying



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No one heals himself by wounding another.

St. Ambrose

MODULE TWO

What is Workplace Bullying

Workplace bullying happens a lot more than people actually realize. It doesn't just affect the person being bullied, but can make the entire workplace toxic.



Definition

This type of harmful behavior in the workplace often goes unreported, mainly because of its shameful, intimidating effect on the victimized employee.

Types of Bullying

Whether verbal or cyber, any form of bullying is detrimental to the one being bullied.





Examples

Boss bullies also may attempt to treat you like a puppet, and try to force you to do tasks that are abnormal or seemingly only for their amusement.

Statistics

According to their research, almost 20% of Americans have been bullied at work at some point.



Practical Illustration



- Definition
- Types of Bullying
- Examples
- Statistics

Module Two: Review Questions

1. According to the “Definition” lesson, what is the definition of workplace bullying?

A. Repeated and unreasonable behavior directed toward an employee or group of employees, which creates a risk to health and safety

B. A persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm

C. Verbal, physical, or emotional taunting of a co-worker

D. Tactics such as: verbal bullying, physical bullying, relational aggression, cyberbullying, sexual bullying and sexual harassment, and prejudicial bullying

Module Two: Review Questions

2. According to the “Definition” lesson, why don’t these incidents come to light?

A. Employee is too shy to express what they are going through

B. Employee does not know who to report to

C. Employee who is being bullied works at a lower-level position

D. Employee does not think their problem is important

Module Two: Review Questions

3. According to the “What is Workplace Bullying” lesson, what can workplace bullying do to the entire workplace?

A. Employees start feeling excluded

B. Make the workplace toxic

C. Employers start caring less about their employees

D. Nothing happens, the workplace stays the same

Module Two: Review Questions

4. According to the “Types and Examples of Workplace Bullying” lesson, what is an example of workplace bullying?

A. Prankster

B. Person who spreads rumors

C. Person who makes threats

D. An arrogant person

Module Two: Review Questions

5. According to the “Types and Examples of Workplace Bullying” lesson, critics are also described as ____.

A. Cynical

B. Belittling

C. Demanding

D. Haters

Module Two: Review Questions

6. According to the “Types and Examples of Workplace Bullying” lesson, what is the example used for employees who shut you out?

A. They are direct with you

B. They don't talk to you at all

C. They exclude you from important information

D. They become frustrated with you

Module Two: Review Questions

7. According to the “Statistics” lesson, how long has the Workplace Bullying Institute been providing services for workplaces?

A. 6 decades

B. 1 decade

C. 3 decades

D. 2 decades

Module Two: Review Questions

8. According to the “Statistics” lesson, what percentage of Americans has been bullied in the workplace at some point?

A. 50 percent

B. 20 percent

C. 80 percent

D. 10 percent

Module Two: Review Questions

9. According to the “Statistics” lesson, what percentage of women admits to being bullied in the workplace?

A. 65 percent

B. 80 percent

C. 15 percent

D. 30 percent

Module Two: Review Questions

10. According to the “Statistics” lesson, what percent of people doing the bullying are men?

A. 85 percent

B. 35 percent

C. 70 percent

D. 75 percent



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Bullying is not okay. Period.

Jim C. Hines

MODULE THREE

Why Does One Bully?

Bullies hardly ever bully because they think they're bigger and 'badder' than anyone else. In fact, quite the opposite is true, and they actually have issues with their own confidence.



Lack of Self-Esteem

Actions or words directed toward them that are even slightly critical of their work performance will very likely be found offensive.

A Need to Control

One way they measure their productivity is by pushing others around, and by talking down to them.



Being Bullied

A workplace bully may also try to make their victim do impossible tasks; or give them so much work to do that they could not possibly meet a deadline.



A Toxic Work Environment

A final sign is *employee fatigue and burnout*.



Practical Illustration



- Lack of Self-Esteem
- A Need to Control
- Being Bullied
- A Toxic Work Environment

Module Three: Review Questions

1. According to the “Lack of Self-Esteem” lesson, why do people bully others?

A. They want to impress others

B. They are bored

C. They think they are better than others

D. They have confidence issues

Module Three: Review Questions

2. According to the “Lack of Self-Esteem” lesson, what insecurity might fuel a bully’s negative behavior?

A. They won’t feel better about themselves

B. They will get bullied

C. They feel threatened by others outperforming them

D. They won’t get people to like them

Module Three: Review Questions

3. According to the “A Need to Control” lesson, bullies are described as _____.

A. Controlling

B. Pushovers

C. Haters

D. Insensitive

Module Three: Review Questions

4. According to the “A Need to Control” lesson, who do bullies most often target?

A. Same-level co-workers

B. Workers above them

C. Workers below them

D. Anyone

Module Three: Review Questions

5. According to the “Being Bullied” lesson, how would a bully want to make their victim feel?

A. Disliked

B. Isolated

C. Terrible

D. Worthless

Module Three: Review Questions

6. According to the “Being Bullied” lesson, how will a person know they’re being bullied?

A. How they feel mentally

B. How they feel physically

C. How they feel emotionally

D. How they feel spiritually

Module Three: Review Questions

7. According to the “A Toxic Work Environment” lesson, what is the first sign you have been hired into a toxic work environment?

A. Lack of transparency

B. An inconsistent rulebook

C. When employees have silent, negative gossiping sessions

D. A narcissistic boss

Module Three: Review Questions

8. According to the “A Toxic Work Environment” lesson, what does it mean when a lot of people are calling in sick?

A. There is something negative going on

B. The flu is going around

C. People aren't getting paid like they used to

D. People don't feel like working

Module Three: Review Questions

9. According to the “Lack of Self-Esteem” lesson, why would a boss bully someone who is in a lower position?

A. They see potential for that person

B. They are scared for their position

C. They know they will not fight back

D. They don't think the employee is a good worker

Module Three: Review Questions

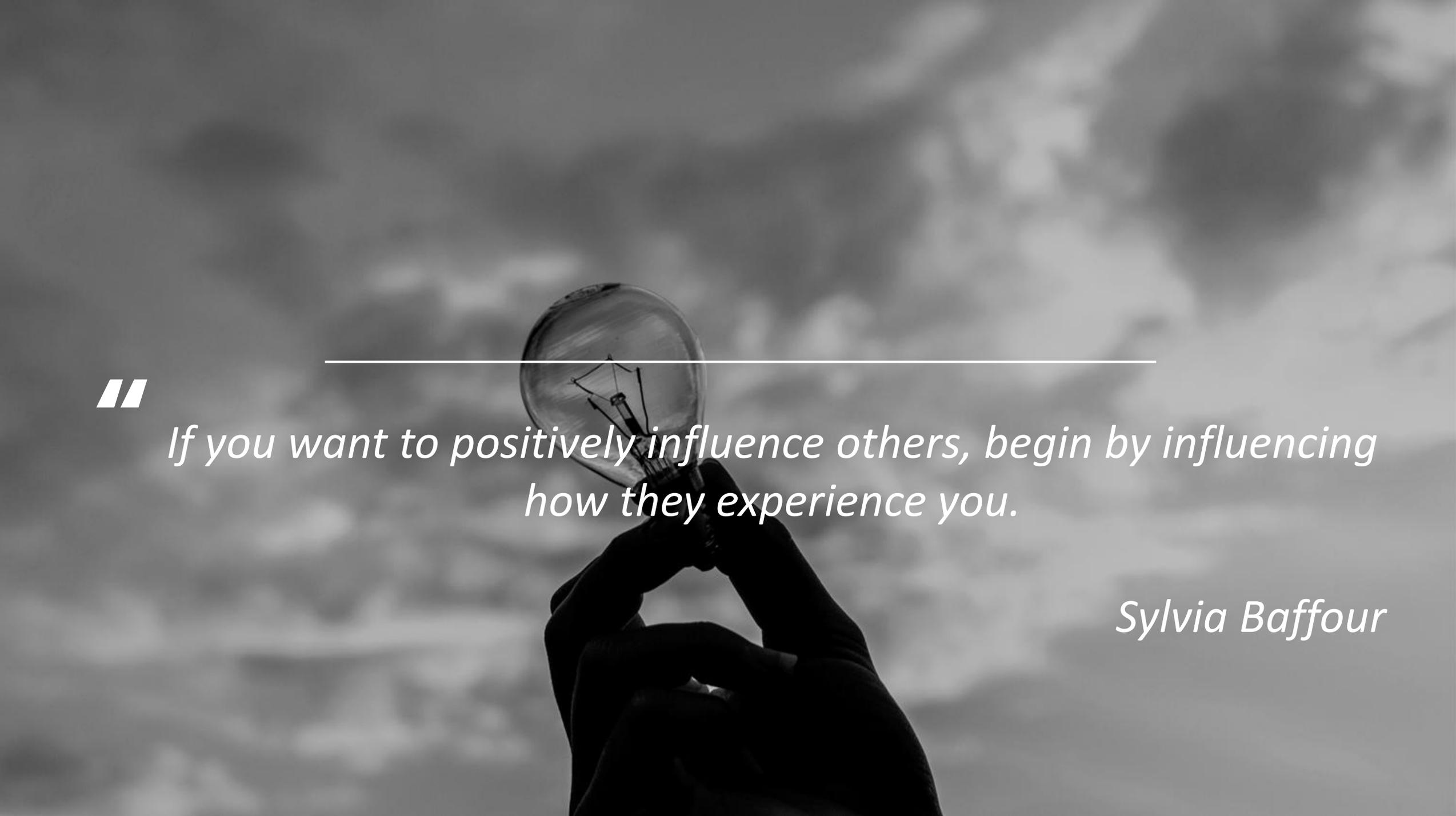
10. According to the “Being Bullied” lesson, what would a bully do to their victim

A. Embarrass them

B. Make them do impossible tasks

C. Verbally abuse them

D. Keep them out of the loop

A black and white photograph of a person's hands holding a glowing lightbulb against a cloudy sky. The person is silhouetted, and the lightbulb is the central focus, emitting a soft glow. A horizontal white line is positioned above the quote.

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If you want to positively influence others, begin by influencing how they experience you.

Sylvia Baffour

MODULE FOUR

Effects on Employees

When someone's being bullied in the workplace, they can go through many changes: emotional, physical, or psychological.



Emotional

Having to go there every day will make them feel more anxious than they normally do.

Physical

Victims often have trouble sleeping; they could develop major ongoing health problems, such as high blood pressure or ulcers.





Psychological

The conative part of our brain is what directs us to respond to certain thoughts and feelings.

Work Productivity

A loss of self-esteem in a usually hard-working employee is one of the more common effects of workplace bullying.



Practical Illustration



- Emotional
- Physical
- Psychological
- Work Productivity

Module Four: Review Questions

1. According to the “Emotional” lesson, what might a person feel when going to a toxic workplace every day?

A. Dread

B. Isolation

C. Anxiety

D. Sadness

Module Four: Review Questions

2. According to the “Emotional” lesson, what can bullying lead to?

A. Depression

B. Lack of relationships

C. Low self-esteem

D. Poor performance in school or work

Module Four: Review Questions

3. According to the “Physical” lesson, what examples were used on what people can develop from physical bullying?

A. Heart problems

B. Ulcers

C. Mental issues

D. Liver problems

Module Four: Review Questions

4. According to the “Physical” lesson, what is the example used of “stereotypical” physical bullying?

A. The mean girls

B. The high school jocks

C. Boss vs. employee

D. Strong against vulnerable

Module Four: Review Questions

5. According to the “Psychological” lesson, what is the Merriam-Webster dictionary definition of “psychological”?

A. Communicating with someone through their mind

B. Using someone’s mind to get to their emotions

C. The mind in general

D. Directed toward the will or toward the mind, specifically in its conative function

Module Four: Review Questions

6. According to the “Psychological” lesson, how do some people respond to being bullied?

A. Bullying others

B. Crying

C. Violence

D. Questioning their worth

Module Four: Review Questions

7. According to the “Work Productivity” lesson, what might someone lose if being bullied in a workplace?

A. Concentration

B. Friends

C. Work ethic

D. Money

Module Four: Review Questions

8. According to the “Work Productivity” lesson, what would someone have to do to help what they have gone through from bullying?

A. Quit the job

B. Tell a friend

C. Push through it

D. Get counseling

Module Four: Review Questions

9. According to the “Work Productivity” lesson, how does bullying a hard-working employee affect the company?

A. Decreased profits

B. Toxic environment

C. Decreased productivity

D. Nothing

Module Four: Review Questions

10. According to the “Emotional” lesson, what can lead to depression from bullying?

A. Letting others tell you how you feel

B. Ignoring how you feel

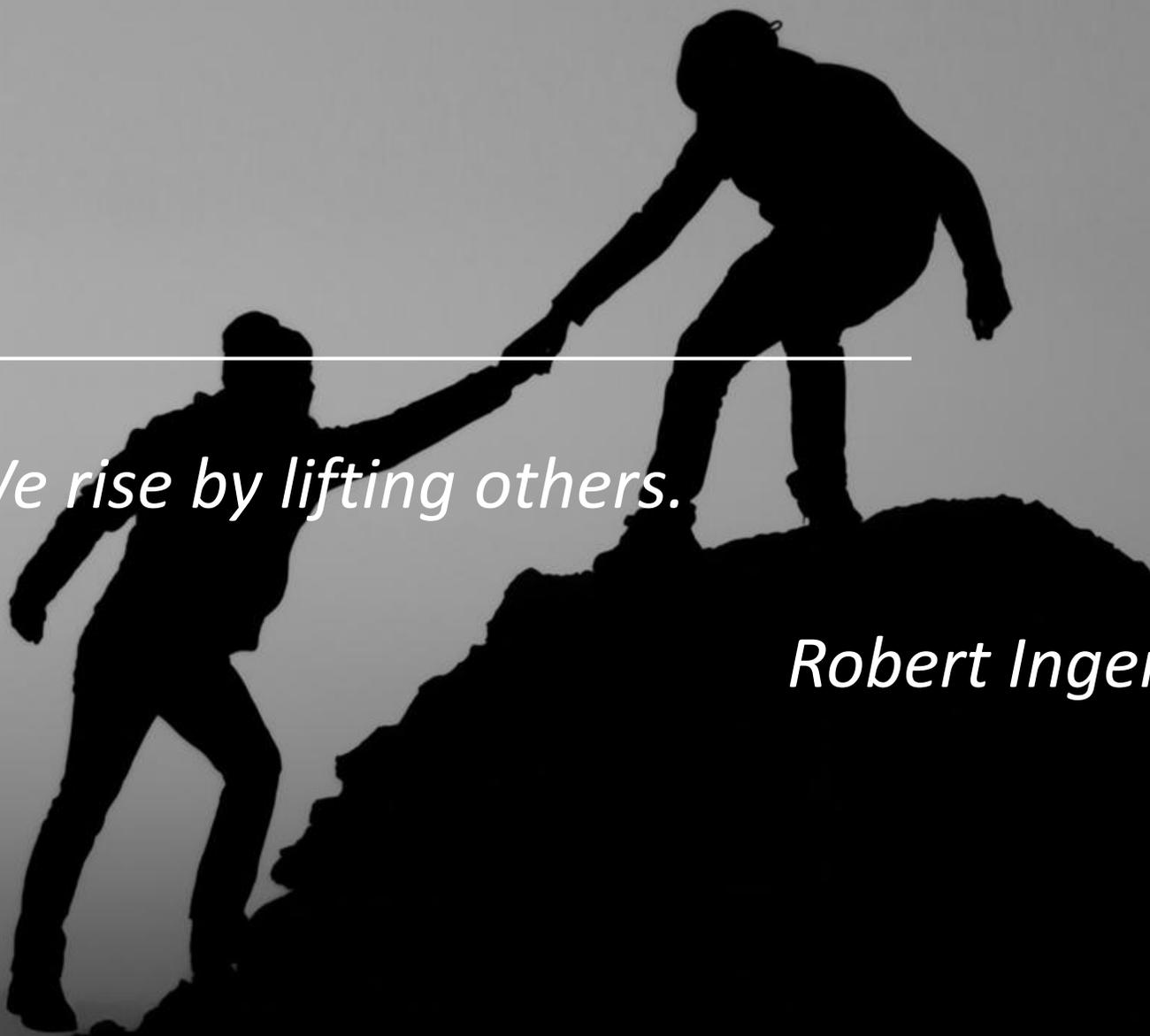
C. Not standing up for yourself

D. Keeping your emotions in

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We rise by lifting others.

Robert Ingersoll

The image features a grayscale background with a light-to-dark gradient. In the foreground, two silhouetted figures are climbing a jagged, rocky mountain peak. The figure on the left is lower on the slope, reaching out with their right hand to grasp the left hand of the second figure. The second figure is higher up the slope, leaning forward as they ascend. A thin white horizontal line is positioned above the quote, starting from the left edge and ending just before the second figure's hand. The quote and the author's name are written in a white, italicized serif font.

Effects on Company

If a company ignores a person who says that they're being bullied while working there, it could end up hurting their bottom line more than they think.



Employee Turnover and Low Morale

In addition to lowering the level of good morale among workers, the recruiting and training costs to obtain more employees is astounding.

Employee Assistance Programs

According to the Center for Workplace Mental Health, companies lose nearly \$250 million every year as a result of workplace bullying.



Decreased Productivity

Statistics show that victims of bullying tend to become less productive the longer such behavior continues.



Reputation

This could easily ruin the reputation of a company, especially one that depends on localized clients.



Practical Illustration



- Employee Turnover and Low Morale
- Employee Assistance Programs
- Decreased Productivity
- Reputation

Module Five: Review Questions

1. According to the “Employee Turnover and Low Morale” lesson, what is the average percentage of people who have been bullied in the work place?

A. 50 percent

B. 40.5 percent

C. 37.5 percent

D. 35.7 percent

Module Five: Review Questions

2. According to the “Employee Turnover and Low Morale” lesson, what percent of victims leave their employer due to workplace bullying?

A. 80 percent

B. 70 percent

C. 60 percent

D. 50 percent

Module Five: Review Questions

3. According to the “Employee Assistance Programs” lesson, how much money do companies lose a year due to workplace bullying?

A. \$225 million

B. \$300 million

C. \$250 million

D. \$100 million

Module Five: Review Questions

4. According to the “Employee Assistance Programs” lesson, what do companies have to spend their money on for victims of workplace bullying?

A. Counseling

B. Insurance

C. Emotional distress claims

D. Firing the bully

Module Five: Review Questions

5. According to the “Decreased Productivity” lesson, why does a victim’s productivity decrease?

A. They don’t feel they are good enough to do the work like everyone else

B. They are afraid of what their bully might think or say

C. They don’t feel their work is being appreciated

D. They don’t want to be in that toxic work environment

Module Five: Review Questions

6. According to the “Decreased Productivity” lesson, what might a victim do to avoid going to the workplace?

A. Skip work altogether

B. Call in sick

C. Quit their job

D. Do their work at home

Module Five: Review Questions

7. According to the “Reputation” lesson, who was NOT mentioned as someone a victim would tell about their bullying?

A. Their casual acquaintances

B. Their friends

C. Their family

D. Their neighbors

Module Five: Review Questions

8. According to the “Reputation” lesson, if the victim talks to outside people, what could happen to the company?

A. They can lose employees

B. They can lose money

C. They can lose their reputation

D. They can lose partners or clients

Module Five: Review Questions

9. According to the “Employee Turnover and Low Morale” lesson, what could happen if a company ignores a bullying report?

A. Nothing happens

B. It can make the company lose employees

C. It can damage their status quo

D. It hurts their bottom line

Module Five: Review Questions

10. According to the “Employee Turnover and Low Morale” lesson, what decreases with workplace bullying?

A. Respect

B. Morale

C. Profit

D. Trust



Workplace bullying- in any form- is bad for business. It destroys teamwork, commitment and morale.

Tony Morgan

Company Policy

More companies than ever before are setting anti-bullying policies into place to ensure that their workplace culture doesn't become toxic.



Anti-bullying Policy

"Bullying" is defined as "words or actions that make a person feel uncomfortable, threatened or intimidated".

"Harassment" is actually "aggressive pressure" that is "equal to discrimination in some states".

Frequently Updating Policy

When it comes to harassment, there's usually a requirement to have a policy in place.





Train Employees

It's important for companies to make it a professional requirement that all employees complete Workplace Bullying Training.

Highlight Consequences for Non- Compliance

Those who are consistently bullying coworkers should be well aware that what they are doing is wrong.



Practical Illustration



- Anti-bullying Policy
- Frequently Updating Policy
- Train Employees
- Highlight Consequences for Non-Compliance

Module Six: Review Questions

1. According to the “Anti-Bullying Policy” lesson, what is the difference between bullying and harassment?

A. Bullying deals with physical states; harassment deals with emotional and mental states

B. Bullying deals with emotional and mental states; harassment deals with physical states

C. Bullying is aggressive pressure; harassment is the feeling of intimidation and or being threatened

D. Bullying is the feeling of intimidation and or being threatened; harassment is aggressive pressure

Module Six: Review Questions

2. According to the “Anti-Bullying Policy” lesson, what is harassment equal to in some states?

A. Physical abuse

B. Discrimination

C. Domestic Violence

D. Mental abuse

Module Six: Review Questions

3. According to the “Frequently Updating Policy” lesson, why does workplace bullying sometimes get ignored by supervisors?

A. There are no legal issues

B. The employee doesn't want to make a big deal out of it

C. There are more important things to worry about like profit

D. The supervisor wants the bully and victim to deal with it themselves

Module Six: Review Questions

4. According to the “Frequently Updating Policy” lesson, what type of policy is usually put in place for workplaces?

A. A discrimination policy

B. An abuse policy

C. A harassment policy

D. A violence policy

Module Six: Review Questions

5. According to the “Train Employees” lesson, what does OSHA stand for?

A. Open Safety Healthy Act

B. Occasional Safe Harassment Act

C. Occupational Safety and Health
Act

D. Observing Sanctimonious Health
Accost

Module Six: Review Questions

6. According to the “Train Employees” lesson, how are employers responsible for their employees?

A. To make sure they can correctly perform CPR

B. To make sure they have the correct materials to finish the job

C. To make sure they know the difference between harassment and bullying

D. To make sure they don't come in harm's way

Module Six: Review Questions

7. According to the “Highlight Consequences for Non-Compliance” lesson, when someone is bullying others, what should their consequences start out with?

A. Behavioral probation

B. Go through retraining

C. Verbally reprimanded

D. Get isolated from coworkers

Module Six: Review Questions

8. According to the “Highlight Consequences for Non-Compliance” lesson, what would be the worst-case scenario consequence?

A. Suspending the bully

B. Firing the bully

C. Giving the bully more work for less pay

D. Telling future employers what the bully has done

Module Six: Review Questions

9. According to the “Train Employees” lesson, what are companies doing to ensure a safe working environment?

A. Putting employees through workplace bullying training

B. Giving employees a safe place to report something

C. Making employees take and pass a test on bullying

D. Firing anyone who is accused of bullying

Module Six: Review Questions

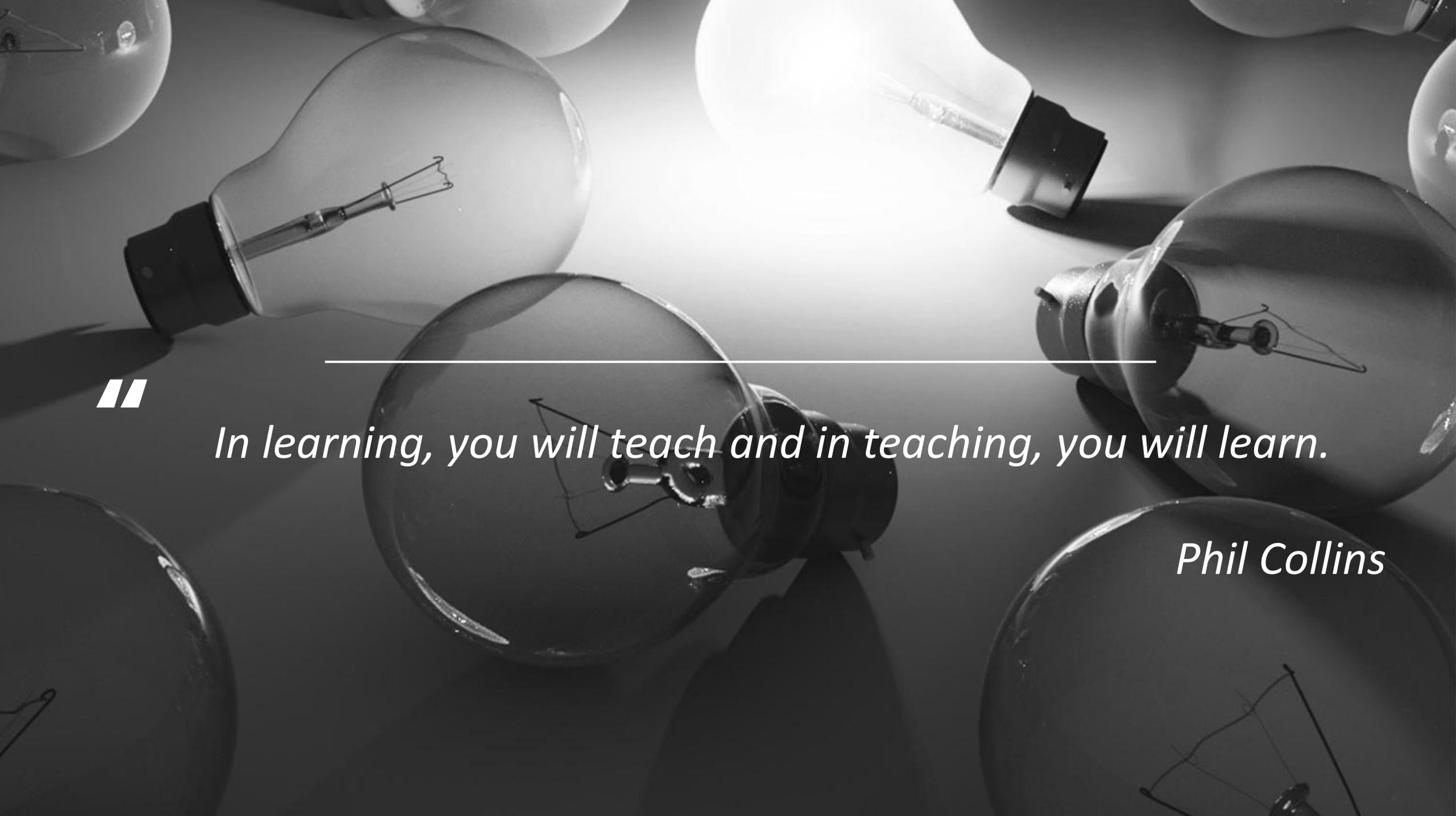
10. According to the “Train Employees” lesson, when companies employ a workplace bullying training, bullies cannot use the excuse _____.

A. “We didn’t go through training to see what was good and what was bad”

B. “I thought I was helping them, not hurting them”

C. “We didn’t go through this in training”

D. “Oh, I didn’t realize I was bullying them”



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In learning, you will teach and in teaching, you will learn.

Phil Collins

MODULE SEVEN

Training

It's easier today than ever before for companies to educate their workers about workplace bullying.



What to Include

Bullying in the
Workplace

Violence in
the Workplace

Workplace
Bullying

Workplace
Violence
Prevention

Who Should Be Trained?

Employees at all levels and in all departments need to be trained on workplace bullying.



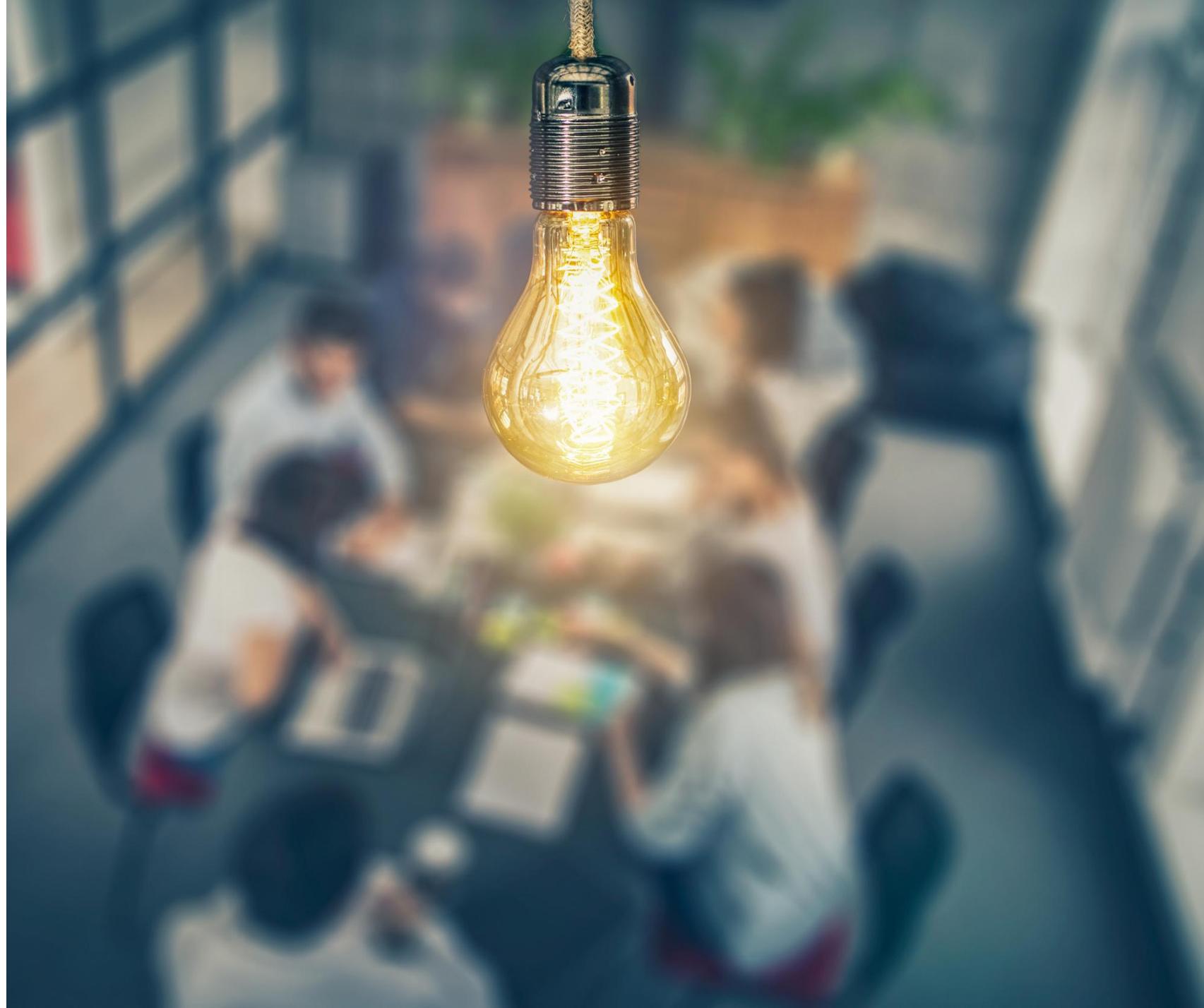


How to Conduct

- Title
- Session goals
- Key points
- How it relates to the company

Check for Understanding

A Question-and-Answer session should always be held once the training is complete.



Practical Illustration



- What to Include
- Who Should Be Trained?
- How to Conduct
- Check for Understanding

Module Seven: Review Questions

1. According to the “What to Include” lesson, what does workplace bullying training need to be?

A. Specific

B. Straight to the point

C. Long

D. Inclusive

Module Seven: Review Questions

2. According to the “What to Include” lesson, what is NOT another name for workplace bullying training?

A. Violence in the workplace training

B. Workplace violence class

C. Workplace violence course

D. Workplace violence prevention training

Module Seven: Review Questions

3. According to the “Who Should Be Trained” lesson, what level of employees usually experience workplace bullying the most?

A. High-level employees

B. Mid-level employees

C. Low-level employees

D. Supervisors

Module Seven: Review Questions

4. According to the “Who Should Be Trained” lesson, which of the following was NOT in the lesson?

A. How to respond when issues get brought to executives

B. How to have a safe and efficient reporting process

C. How to go about conducting an investigation

D. How to recognize if executives themselves are being bullied

Module Seven: Review Questions

5. According to the “How to Conduct” lesson, what is something to remember when conducting in- person training?

A. Training sessions are a good way to decrease workplace bullying

B. Training sessions will take getting used to

C. Training sessions need to be understandable

D. Training sessions take time to prepare

Module Seven: Review Questions

6. According to the “How to Conduct” lesson, what is a good way to conduct workplace bullying training?

A. Online

B. In large groups

C. In small groups

D. One on one

Module Seven: Review Questions

7. According to the “How to Conduct” lesson, what is NOT part of the lesson plan outline?

A. Key points

B. Examples

C. How it relates to the company

D. Session goals

Module Seven: Review Questions

8. According to the “Check for Understanding” lesson, when should a question and answer session be held?

A. At the end of the lesson

B. Anytime within the lesson

C. The middle of the lesson

D. At the beginning of the lesson

Module Seven: Review Questions

9. According to the “Check for Understanding” lesson, what should employees be given at the end of the lesson?

A. Snacks and refreshments

B. One on one time with supervisors

C. A booklet

D. Contact information

Module Seven: Review Questions

10. According to the “Check for Understanding” lesson, what else would an employee receive when training has been completed?

A. A book going into more depth

B. A website link for more information

C. An official certificate

D. A badge



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Goodness is the only investment that never fails.

Henry David Thoreau

Company Responsibility

In order to ensure a safe work environment, companies across the board are making learning about workplace bullying a top priority.



Know State and Federal Laws

It's important to know that there are no federal laws against actual workplace bullying, so technically it is not illegal.

Keep Records of All Complaints

One of the most important things for a bullied employee to do is to keep a record of when and where the incidents of bullying happened.





Investigate Complaints

In the worst cases, the people who are continuously causing the workplace to be toxic because of their bullying of coworkers should be terminated.

Resolve Complaints

It works out well for everyone and reduces the toxicity of the workplace.



Practical Illustration



- Know State and Federal Laws
- Keep Records of All Complaints
- Investigate Complaints
- Resolve Complaints

Module Eight: Review Questions

1. According to the “Know State and Federal Laws” lesson, how are companies ensuring a safe work environment?

A. Doing occasional walks around the workplace to see everything

B. Making sure all employees are comfortable in their environment

C. Learning about workplace bullying and making it top priority

D. Getting input from all employees

Module Eight: Review Questions

2. According to the “Know State and Federal Laws” lesson, how many examples were used to explain illegal bullying?

A. 4

B. 6

C. 7

D. 5

Module Eight: Review Questions

3. According to the “Keep Records of All Complaints” lesson, what is one of the most important things to do when getting a complaint from a bullied employee?

A. Keep the complaints

B. Rip the complaints

C. Ignore the complaints

D. Hesitate to take action on the complaints

Module Eight: Review Questions

4. According to the “Keep Records of All Complaints” lesson, what does the victim NOT need to put on the complaint?

A. What the bully has done to them

B. How the bully was dressed at the time

C. How many times they have gotten bullied

D. How the bully made them feel

Module Eight: Review Questions

5. According to the “Investigate Complaints” lesson, when do supervisors, managers, and/or owners need to start investigating their workplaces?

A. When complaints are starting to make less sense

B. When complaints stop abruptly

C. When they are tired of getting complaints

D. When they have gotten multiple complaints about the same person or group of people

Module Eight: Review Questions

6. According to the “Investigate Complaints” lesson, how could supervisors discipline bullies?

A. Let victim decide

B. Add more work for the same amount of pay

C. Take away privileges

D. Suspension of employment

Module Eight: Review Questions

7. According to the “Resolve Complaints” lesson, what is an easy way to solve bullying in a workplace without worrying about legal issues?

A. Let bully do a nice deed for the victim

B. Let victim tell the bully how they feel

C. Have bully apologize

D. Keep bully away from victim

Module Eight: Review Questions

8. According to the “Resolve Complaints” lesson, what could happen if the bully still persists?

A. They can be ignored

B. They can be terminated

C. They can get counseling

D. They can move locations

Module Eight: Review Questions

9. According to the “Keep Records of All Complaints” lesson, what is another common way victims share their complaints?

A. Record with their phones

B. Send an email

C. Tell someone else

D. Call a supervisor

Module Eight: Review Questions

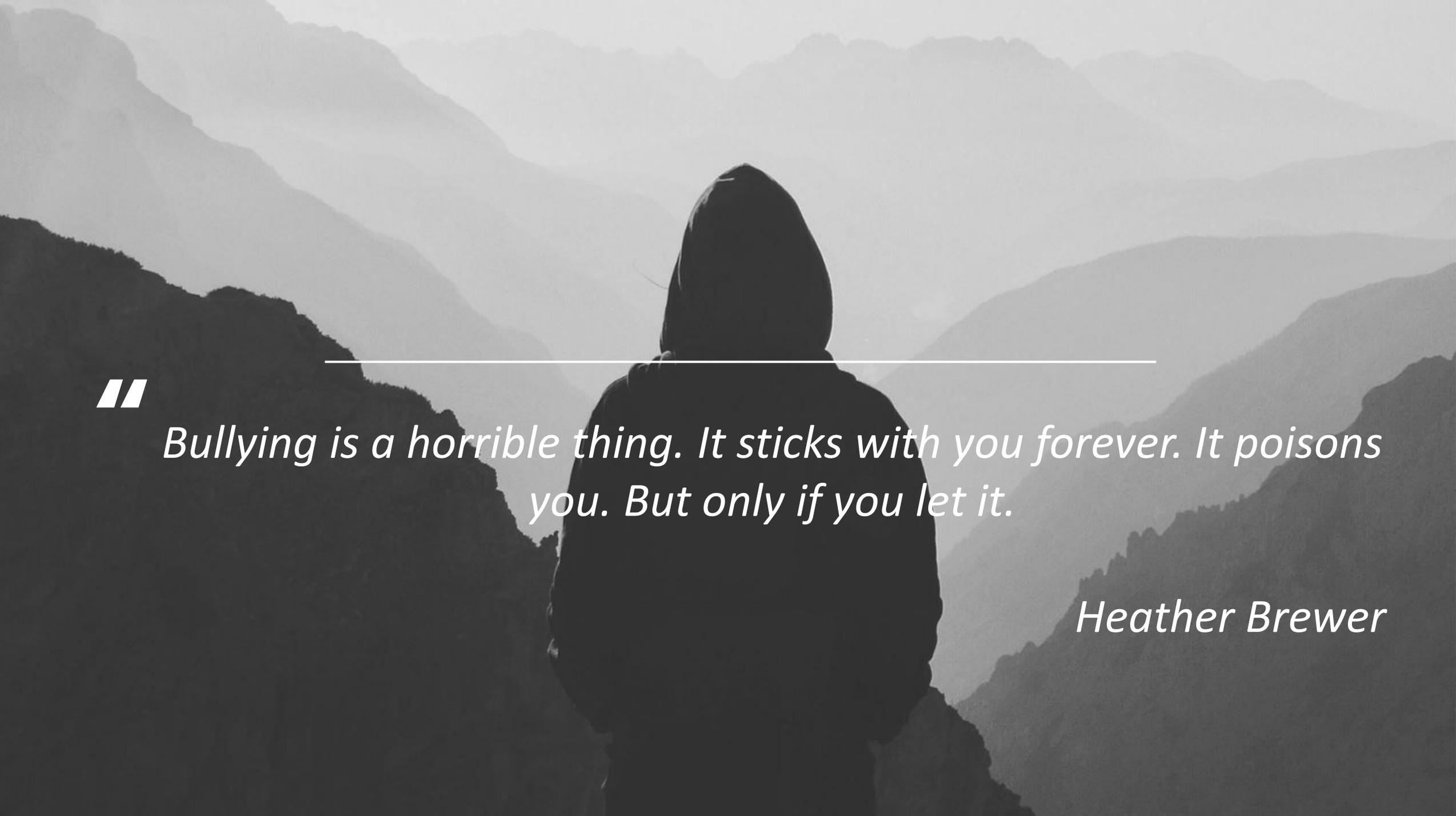
10. According to the “Know State and Federal Laws” lesson, what is an example of a violation of state and federal laws?

A. Exclusion

B. Argument

C. Skipping work

D. Discrimination

A black and white photograph of a person wearing a dark hoodie, seen from behind, looking out over a vast, hazy mountain range. The person is centered in the frame, and the mountains recede into the distance, creating a sense of depth and solitude. A thin white horizontal line is positioned above the quote.

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Bullying is a horrible thing. It sticks with you forever. It poisons you. But only if you let it.

Heather Brewer

MODULE NINE

Being Bullied

Would you know if you were being bullied at work by a co-worker? And if you were, what would you do about it?



Seek Support

It's important when trying to recover from mentally damaging workplace bullying to not isolate oneself from friends and family.

Document

Those who are being bullied should research state and company policies.





Report

Knowing who to report to when they are being bullied is something that should be explained in the training.

Speak Up

Speaking up to a bully is likely the hardest thing for a victimized employee to do.



Practical Illustration



- Seek Support
- Document
- Report
- Speak Up

Module Nine: Review Questions

1. According to the “Seek Support” lesson, what might victims do because they feel too embarrassed for getting bullied?

A. Avoid help

B. Deal with the problem themselves

C. Do nothing

D. Stress eat

Module Nine: Review Questions

2. According to the “Seek Support” lesson, what should one NOT do if they are recovering from a mentally damaging workplace?

A. Let out emotion through violence

B. Keep their emotions in

C. Isolate oneself

D. Harm themselves

Module Nine: Review Questions

3. According to the “Document” lesson, what would be in the victim’s best interest?

A. Let someone know what’s going on

B. Find a new hobby

C. Sharing experiences

D. Documenting events

Module Nine: Review Questions

4. According to the “Document” lesson, what should the victim do to figure out if their experiencing workplace bullying or not?

A. Go online and search examples of workplace bullying

B. Take their gut feeling

C. Research state and company policies

D. Ask a friend or coworker

Module Nine: Review Questions

5. According to the “Report” lesson, where should someone learn about workplace bullying?

A. In school

B. In training

C. Never

D. In public

Module Nine: Review Questions

6. According to the “Report” lesson, what should someone do if their immediate supervisor ignores their complaints?

A. Give up

B. Talk to a higher level supervisor

C. Argue with the supervisor

D. Ask a coworker for their input

Module Nine: Review Questions

7. According to the “Speak Up” lesson, what is the hardest thing a victim has to do?

A. Having to work with the bully

B. Having to look at the bully face to face

C. Speaking up to bullies

D. Seeing the bully everyday

Module Nine: Review Questions

8. According to the “Speak Up” lesson, what is the victim often afraid the bully can do?

A. Fire them

B. Hurt them

C. Punish them

D. Jeopardize their career

Module Nine: Review Questions

9. According to the “Speak Up” lesson, what are bullies most concerned about?

A. Raising their self-esteem

B. Who is their next victim

C. What others think

D. What they are going to say to their victim

Module Nine: Review Questions

10. According to the “Speak Up” lesson, what is a good method to stop the bullying faster and more effectively?

A. Email or call them

B. Ask your friends to join you

C. Talk to them in a group

D. Confront the bully individually



Part of being a person is about helping others.

Regis Murayi

MODULE TEN

Someone Else Being Bullied

Some people out there just don't stand up for themselves like they should. Would you stand by and watch a co-worker get bullied over and over again?



Support Victim

If you're the type of person who doesn't like to stand by and see people get pushed around, then bravo to you.

Document

It's important that you encourage them to document these incidents.





Report

Your support may offer them the courage to act. At that point, they'll probably be willing to make a report.

Encourage Victim

There are three main types of workplace bullies: The Email Bully, the Social Media Bully, and the age-old, Mean Bully.



Practical Illustration



- Support Victim
- Document
- Report
- Encourage Victim

Module Ten: Review Questions

1. According to the “Support Victim” lesson, what is the first thing you should do if you see a coworker being bullied?

A. Report to a supervisor

B. Pull the victim aside and ask if they know what’s going on

C. Let the victim handle it themselves

D. Wait for the victim to leave and talk to the bully

Module Ten: Review Questions

2. According to the “Support Victim” lesson, what is an important thing to establish with the victim?

A. Nothing

B. Friendship

C. Knowledge

D. Bravery

Module Ten: Review Questions

3. According to the “Support Victim” lesson, what might a victim NOT realize when they are getting bullied?

A. Someone is aggravating them

B. Someone is isolating them

C. Someone is gossiping about them

D. Someone is helping them

Module Ten: Review Questions

4. According to the “Document” lesson, it is important to _____ the victim to/from document(ing) the events.

A. Persuade

B. Force

C. Discourage

D. Encourage

Module Ten: Review Questions

5. According to the “Document” lesson, if the victim documents and reports their case, supervisors will take their case a lot more _____.

A. Seriously

B. Efficiently

C. Kindly

D. Intensely

Module Ten: Review Questions

6. According to the “Document” lesson, how will victims typically feel when being asked to write a report?

A. Excited

B. Scared

C. Hesitant

D. Confused

Module Ten: Review Questions

7. According to the “Report” lesson, how could you be with the victim to make them feel more comfortable?

A. Emotionally

B. Physically

C. Mentally

D. Spiritually

Module Ten: Review Questions

8. According to the “Report” lesson, what should you tell the victim?

A. They will really regret not reporting

B. If they don't report, you will

C. This chance is now or never

D. Reporting is the only way to get justice

Module Ten: Review Questions

9. According to the “Encourage Victim” lesson, what is NOT one of the three types of workplace bullies?

A. The email bully

B. The social media bully

C. The old-fashioned mean bully

D. The text bully

Module Ten: Review Questions

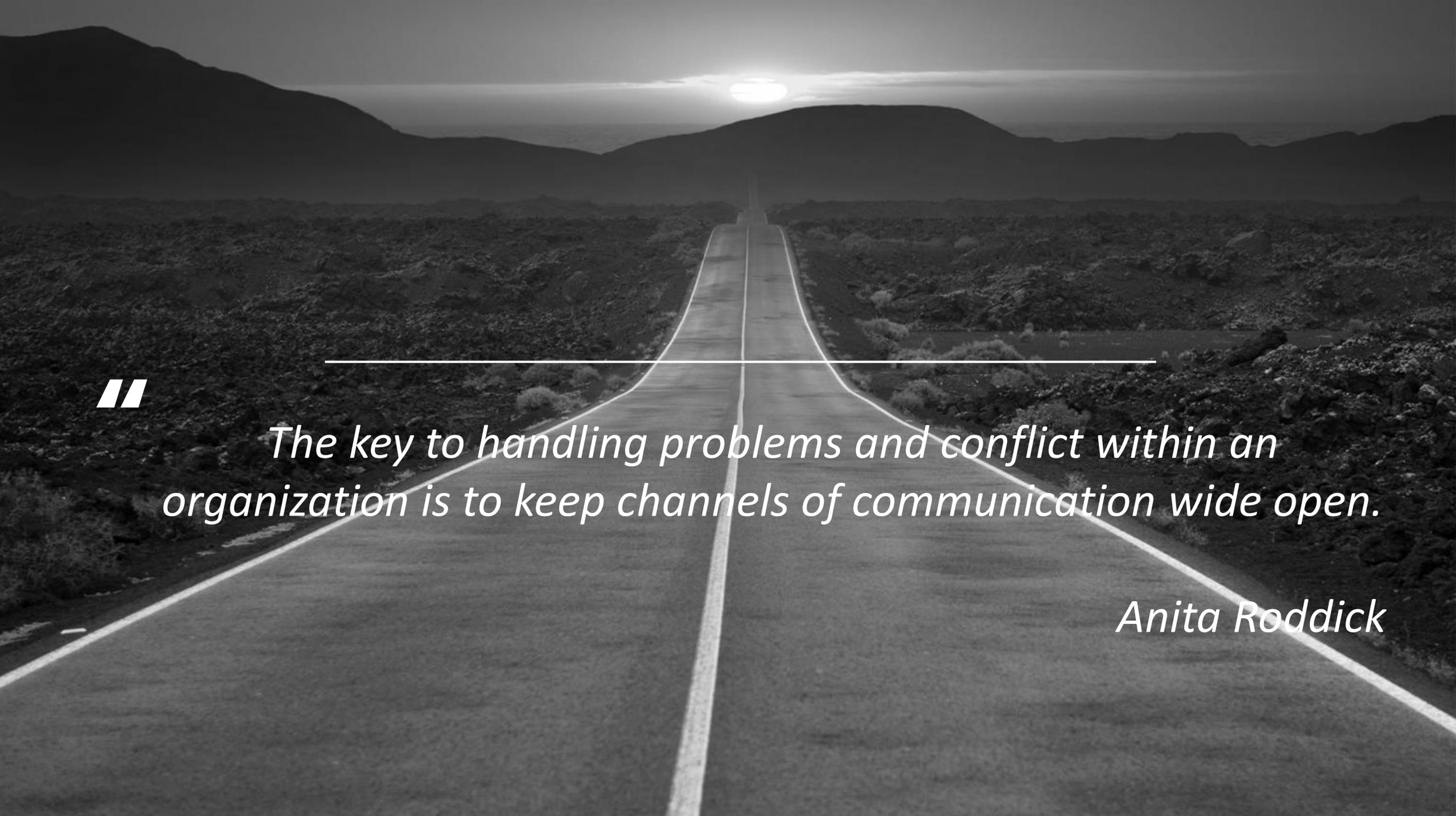
10. According to the “Encourage Victim” lesson, what is the best thing to do when you receive a mean email, text, or letter?

A. Ignore it

B. Report it

C. Respond to it

D. Send to a coworker or friend



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The key to handling problems and conflict within an organization is to keep channels of communication wide open.

Anita Roddick

Company Address the Bully

Eventually the company has to say something to a bully that doesn't let up on his victims.

If they don't do anything about it, the workplace can become toxic, and others will think that bullying is okay.



Confront

The best way to do this is with a private meeting between the bully (or bullies), the victim, and company management.

Put on Probation

Sometimes this can be resolved by putting that person on probation.





Suspend

If there are further infractions, the next step should be suspension, preferably without pay.

Terminate Employment

A company ultimately does not want to let an employee go.



Practical Illustration



- Confront
- Put on Probation
- Suspend
- Terminate Employment

Module Eleven: Review Questions

1. According to the “Confront” lesson, what could happen to the workplace if bullying continues?

A. It can lose productivity

B. It can become toxic

C. It can become tense

D. It can lose employees

Module Eleven: Review Questions

2. According to the “Confront” lesson, who should the victim go to after being bullied for a long time?

A. To the bully

B. Coworker

C. Immediate supervisor

D. Headquarters

Module Eleven: Review Questions

3. According to the “Confront” lesson, who should you NOT have in a meeting when trying to fix a bullying situation?

A. Coworkers

B. Bully or bullies

C. The victim

D. Company management

Module Eleven: Review Questions

4. According to the “Put on Probation” lesson, what is probation?

A. When the bully has to work harder for the same amount of money

B. When the bully has to do all of their work online and can't see coworkers

C. When the bully is separated from all of their coworkers

D. When the bully still goes to work as usual, but has to follow a set of certain rules

Module Eleven: Review Questions

5. According to the “Put on Probation” lesson, what would supervisors NOT suggest for the bully?

A. Anger management classes

B. Counseling

C. People skills classes

D. Updating and/or retaking the company’s workplace bullying training course

Module Eleven: Review Questions

6. According to the “Suspend” lesson, if a bully gets workplace suspension, what could they lose?

A. Respect

B. Money

C. Friends

D. Their job

Module Eleven: Review Questions

7. According to the “Suspend” lesson, after suspending an employee, the main goal is for employee’s behavior to be _____.

A. Improved

B. The same

C. Worse

D. Liked

Module Eleven: Review Questions

8. According to the “Terminate Employment” lesson, what can sometimes be the best thing to do to a bully or group of bullies?

A. Decrease their pay

B. Ignore them

C. Reprimand them

D. Fire them

Module Eleven: Review Questions

9. According to the “Terminate Employment” lesson, what does letting go of an employee cost?

A. Extra money

B. Extra time

C. Extra resources

D. Extra energy

Module Eleven: Review Questions

10. According to the “Confront” lesson, when do supervisors have to start coming in to help solve the bullying?

A. When a coworker turns in the bully

B. When the victim tried to peacefully work out the problem with the bully

C. When the bully turns in themselves

D. When the victim’s work ethic negatively changes

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your understanding of Workplace Bullying is just beginning.



Words From the Wise

Dealing with backstabbers, there was one thing I learned. They're only powerful when you got your back turned.

- Eminem

I don't have to attend every argument that I'm invited to.

- W.C. Fields

Nothing in the world is more dangerous than sincere ignorance and conscientious stupidity.

- Reverend Dr. Martin Luther King, Jr.

Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.

- Benjamin Franklin