



# Workplace Bullying:

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EMPLOYEE ASSISTANCE PROGRAM

# Workplace Bullying



# Goals for Today

- ▶ What is Workplace Bullying
- ▶ Workplace Bullying Can be Destructive
- ▶ Bullying Statistics
- ▶ Learn and Identify Potential Warning Signs
- ▶ Ways To Respond If
  - ▶ You are the Bullying Target
  - ▶ You are a Bystander
- ▶ UB Policy
- ▶ Ways EAP Can Help
- ▶ Questions/Discussion

# Is This Workplace Bullying?



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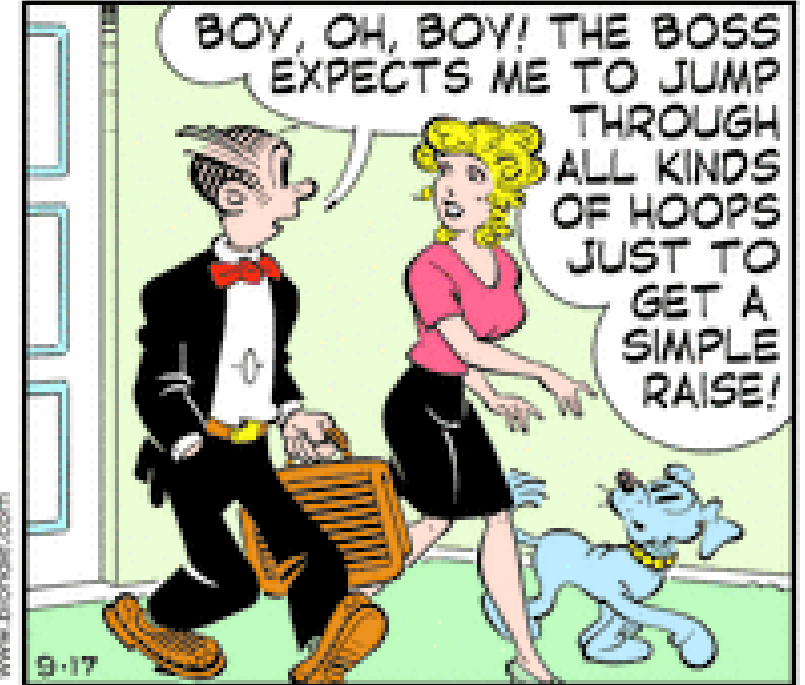
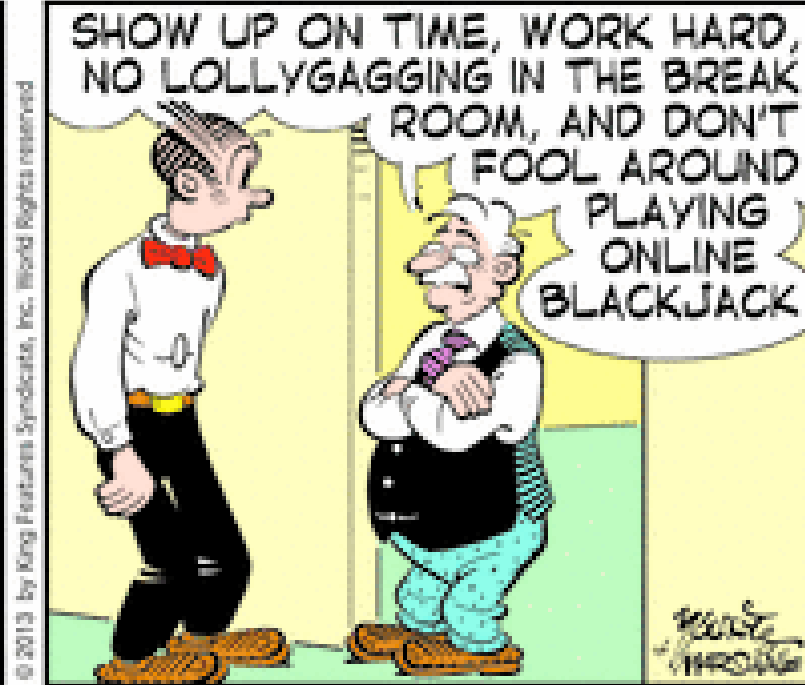
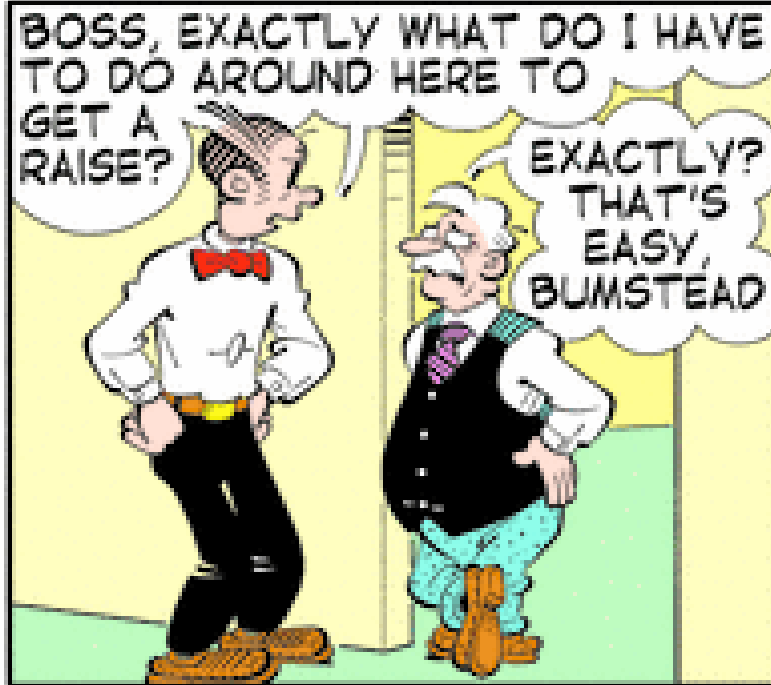
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# Is This Workplace Bullying?

- ▶ Sarah, a newly-employed technician at the University is growing accustomed to her position. However, she notices that a few of her co-workers ignore her, stop talking when she enters a room, and she has just now started to receive hang-up telephone calls from them on her cell phone. She often hears them laugh about what they are doing.

# Is This Workplace Bullying?



# What is Workplace Bullying?

The act of repeated, aggressive behavior intended to hurt another person physically, verbally, or emotionally.

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# What is Workplace Bullying?

The act of repeated, **aggressive behavior** intended to hurt another person physically, verbally, or emotionally.

# What is Workplace Bullying?

The act of repeated, aggressive behavior **intended to hurt** another person physically, verbally, or emotionally.

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The act of repeated, aggressive behavior intended to hurt another person physically, verbally, or emotionally.



Can You Come Up With  
Some Examples of Bullying  
Behavior?

# Behaviors Associated with Bullying

- ▶ Name – Calling
- ▶ Sabotage
- ▶ Rumors-Gossip-Lies
- ▶ Aggressive “in Your Face “ Behavior
- ▶ Being Treated Differently from Co-Workers
- ▶ Being sworn at
- ▶ Exclusion/Social Isolation
- ▶ Being micro-managed
- ▶ Being given unrealistic deadlines
- ▶ Invalid or Unjustified Criticism

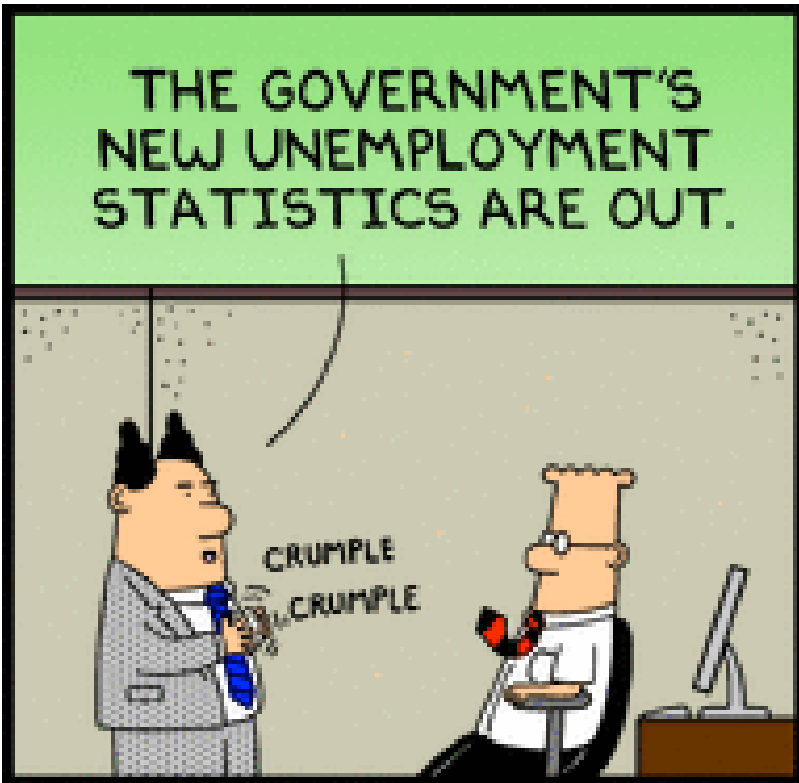
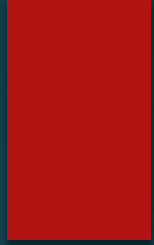
# Workplace Bullying

[https://www.youtube.com/watch?  
v=8chl1LKbqn0](https://www.youtube.com/watch?v=8chl1LKbqn0)

# Often Confused With Bullying

- ▶ Being Told to Do Your Job
- ▶ Expressing Differences of Opinion
- ▶ Offering Constructive Feedback-criticism-advice About Work Performance-behavior
- ▶ Co-workers Who “Do Not Click”
- ▶ An Isolated Behavior or Slight

# Example?



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# Example?

- ▶ I thought I would get promoted within six months of being hired. I felt that I had clicked with the hiring manager during my interview, and I thought I really got along well with my supervisor. Well, I've been working at the same job now for four years, and frankly, I'm bored. I've been passed over for a promotion three times already. This proves that my supervisor is bullying me!

# Example?



# Consequences of Workplace Bullying

- ▶ Stress
- ▶ Anxiety
- ▶ Lowered Productivity
- ▶ Physical symptoms (Migraines, Digestive, etc)
- ▶ Lowered self-esteem and depression
- ▶ Trouble with Relationships due to work stress
- ▶ Thoughts of Suicide

# Impact on the Workplace

- ▶ High Turnover
- ▶ Low Productivity
- ▶ Lost Innovation
- ▶ Difficulty getting good hires as reputation of being a bad place to work spreads

# Statistics



- ▶ Approximately 33-37% of employees have been bullied.
- ▶ When women are the bully, they tend to bully women more frequently than they bully men.
- ▶ Other statistics suggest that as many as 96% of employees have been bullied

# Statistics



- ▶ Bullying can last from 6 months to 5 years
- ▶ On average, targets get out from the bullying after two years.
- ▶ Up to 82% of bullying targets leave their jobs

# Why Does Bullying Persist?

- ▶ The target of the bullying does not report it
- ▶ Witnesses to the bullying fail to do anything about it
- ▶ The bully's supervisor is unaware, or looks the other way
- ▶ HR looks the other way

# How Should Targets Of Bullying Respond?

- ▶ Recognize the Behavior as Bullying
- ▶ Know that you are not to blame
- ▶ Reverse Your Thinking
- ▶ Talk to the Union
- ▶ Officer Joe Friday ("Just the Facts")
- ▶ Share Natural Consequences
- ▶ Hold Boundaries/Be Firm
- ▶ Do NOT Retaliate with Your Own Negative Behavior
- ▶ Validate Concerns Related to the Bullying
- ▶ Bullies Can Change



# How to Respond if You are a Bystander

- ▶ If you see something, say something
- ▶ Bystanders who say nothing embolden the bully
- ▶ But what if there are a lot of other witnesses?
- ▶ Set out to develop a “no bully zone”

# UB Policy

- ▶ There currently is not a Workplace Bullying Policy
- ▶ **Discrimination and Harassment** Policy states “Employees, students, ..... May not be subjected to harassment that is prohibited by law or treated adversely based on a protected characteristic.” Harassment is defined as conduct that is unwelcome, severe, pervasive or persistent enough to interfere with an individual’s employment and is targeted toward the individual due to a characteristic (e.g., gender, race, sexual orientation, age, etc) that person possesses.

# UB Policy

- ▶ **Workplace Violence Policy** states that “Violent conduct, or any threat of violence, implied or direct, is prohibited on University property or in connection with University business. This includes acts or threats that are intended to intimidate, harass, threaten, **bully**, coerce, or cause fear whether directly or indirectly
- ▶ The full Workplace Violence Policy can be found in the University Policy Library at:  
<http://policy.business.buffalo.edu> under Human Resources

# New York State

- ▶ New York State became the 9<sup>th</sup> state in the nation to introduce legislation (The Healthy Workplace Bill) to prohibit Workplace Bullying (2006)
- ▶ Moving through the legislature  
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# University Resources Available

- ▶ Employee Assistance Program (645-4461; [buffalo.edu/eap](http://buffalo.edu/eap))
- ▶ Equity, Diversity, and Inclusion (645-2266; ([buffalo.edu/equity](http://buffalo.edu/equity)))
- ▶ Employee Relations (645-8169; 645-7777; ([buffalo.edu/emp-relations](http://buffalo.edu/emp-relations)))
- ▶ University Police (645-2227)

# What Can EAP Do?

- ▶ Provide a neutral and confidential place where staff member can talk with supervisor about situation
- ▶ Provide resources for alleviating stress
- ▶ Advise target to document the bullying
- ▶ Link employees with professional help
- ▶ Work with University administration to prevent and reduce bullying
- ▶ LISTEN

# General Sources

- ▶ *Does Bullying Provide Job Security? You'll Be Infuriated by the Answer*, 2014. VitalSmarts.
- ▶ *The Toll of Workplace Bullying*, 2014. Killoren, R.
- ▶ *US Hostile Workplace Survey, 2000*, Workplace Bullying Institute

# General Sources Continued...

- ▶ *Violence in the Workplace Prevention Guide, 2001, The Canadian Centre for Occupational Health and Safety.*
- ▶ *Workplace bullying and disruptive behavior: What everyone needs to know, 2011, Washington State Department of Labor and Industries.*
- ▶ *Workplace bullying persists as a "real problem", 2012, Australian Capitol Territory Legislative Assembly*



