

# A Deeper Look at Bullying in the Workplace

## Facilitators:

Barbara Schmitt, Director of Financial Aid, Marywood University

Marijo Elias, Assistant Director of Financial Aid, King's College



# Quote

“Bullying is the sexual harassment of 20 years ago; everybody knows about it, but nobody wants to admit it.”

*~Lewis L. Maltby President, National Workrights Institute*



# Bullying vs Harassment

- Workplace bullying is considered inappropriate and unacceptable behavior, but it is not prohibited by any federal or state law.
- Harassment is covered by Title VII of the Civil Rights Act and under state fair employment laws pertaining to discrimination and harassment. Harassment is illegal.

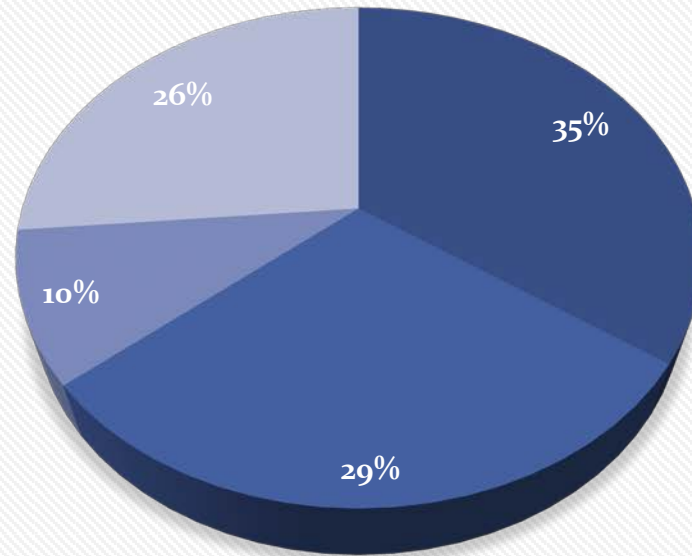
# Key Findings

- 19% of Americans are bullied; another 19% witness it
- 61% of Americans are aware of abusive conduct in the workplace
- 70% of perpetrators are men; 60% of targets are women
- 61% of bullies are bosses
- 29% of targets remain silent
- *To stop it, 65% of targets lose their original job*

*2017 WBI U.S. Workplace Bullying Survey*



# Race and Bullying



■ Hispanic ■ African American ■ Asian ■ White



PASFAA  
October 23-25, 2017  
Seven Springs Mountain Resort

# Gender and Bullying

## GENDER

### MALE BULLIES

70%



65% female targets  
35% male targets

30%

### FEMALE BULLIES



67% female targets  
33% male targets

# A Definition

“The repeated mistreatment of one or more employees with a malicious mix of humiliation, intimidation and sabotage of performance. It is the deliberate, hurtful, repeated mistreatment of employees driven by a design to control.”

*Source: Workplace Bullying and Trauma Institute*



PASFAA  
October 23-25, 2017  
Seven Springs Mountain Resort

# Who are the Targets?

- Less confrontational
- Ethical, honest, independent
- Likeable and social
- Greater *emotional* intelligence





# Bullying Behaviors/Tactics

## Obvious:

- Public humiliation
- Yells, shouts and screams
- Insults, being put down
- Malicious gossiping
- Name calling
- Spreads harmful rumors
- Threatening emails or notes
- Overt threats, aggression or violence



# Bullying Behaviors/Tactics

## Less Obvious

- Not being invited to meetings
- Issuing unreasonable performance demands
- Constant reminder of the same mistake(s)
- Withholding important information
- Instigating complaints from others
- Last minute schedule changes
- Setting an employee up for failure (sabotage)
- Stolen work



# Impact on the Target

- Physical health symptoms
- Emotional and/or psychological harm
  - Despondency and Anxiety
- Forced to use more leave time to escape the bully
- Low productivity and morale
- Economic harm; especially if transferred or terminated
- Social status

# Bullying Akin to Domestic Violence

“Being bullied at work most closely resembles the experience of being a battered spouse. The abuser inflicts pain when and where she or he chooses, keeping the target (victim) off balance knowing that violence can happen on a whim, but dangling the hope that safety is possible during a period of peace of unknown duration. The target is kept close to the abuser by the nature of the relationship between them --husband to wife or boss to subordinate or coworker to co-worker.”

*Source: Workplace Bullying Institute*

# Workplace Bullying Tips for the Employee

- Stop feeling ashamed/regain control
- Be pro-active to get results
- Minimize interactions with the bully
- Focus on your health
- Discuss the situation
- Seek other employment



# How to Confront & Stop Workplace Bullying

- Develop a zero tolerance anti-bullying policy
- Encourage management to take an active part
- Provide training for EVERYONE on workplace bullying...encourage reporting
- Establish and communicate the process for reporting, investigating and resolving complaints
- Address bullying complaints IMMEDIATELY
- Conduct periodic employee attitude surveys to determine if workplace bullying is not being reported



# REMEMBER...

STOP THE BULLYING.

NO ONE DESERVES TO FEEL WORTHLESS!

