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
“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: 35%
- African American: 26%
- Asian: 10%
- White: 29%
Gender and Bullying

**Gender**

**Male Bullies**
- 70%
- 65% female targets
- 35% male targets

**Female Bullies**
- 30%
- 67% female targets
- 33% male targets

2017 WBI U.S. Workplace Bullying Survey
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
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!