



BULLYING IN THE WORKPLACE

**Leader's Guide, Fact Sheet
& Quiz**

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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5232 BULLYING IN THE WORKPLACE FACT SHEET

LENGTH: 6 MINUTES

PROGRAM SYNOPSIS:

This program discusses the traits of a bully, how to handle a bully and how managers can eradicate bullying. Some bullies are obvious. They may throw things, slam doors, insult others and be rude. Others may be much more subtle. While appearing to be courteous and reasonable on the surface, they are actually engaging in vicious character attacks and fabricating lies. Bullies have never learned to accept responsibility for their behavior. Bullying is not about a clash of personalities or a simple misunderstanding. They use surprise and secrecy to gain leverage over those they target.

PROGRAM OBJECTIVES:

After watching the program, the viewer will be able to explain the following:

- What the traits and characteristics of a bully are;
- What a typical bully's mode of operation is;
- Why it is important for employers and employees to deal with bullying;
- How both employers and employees should deal with bullying.

PROGRAM OUTLINE:

THE IMPORTANCE OF FINDING AND MAINTAINING QUALIFIED PERSONNEL

- One of the biggest challenges in operating a successful operation is finding and maintaining qualified personnel. In addition, the company wants reassurance that they will benefit from that employee's skills, knowledge and experience.
- Moral and ethical conduct is considered a core value. With increasing deadlines, decreasing resources and the ever-changing workplace, it can be difficult to be a good coworker, much less a perfect one.

TRAITS OF A BULLY

- The bully takes advantage of another perceived as vulnerable. The goal is to gain control over the victim using verbal, physical or emotional assaults.
- Bullies tend to be aggressive and impulsive.
- Bullies are used to getting their own way.
- Bullies have little regard for the feelings of others.
- Bullying is learned. If enabled, the behavior can become habitual.
- Bullying can be unlearned, and these individuals could grow up to be fine people; however, some may not grow up and take their behavior to work.

BEHAVIOR OF BULLIES

- Some bullies are obvious. They may throw things, slam doors, insult others and be rude.
- Others may be much more subtle. While appearing to be courteous and reasonable on the surface, they are actually engaging in vicious character attacks and fabricating lies.
- The bully has never learned to accept responsibility for their own behavior. Bullying is not about a clash of personalities or a simple misunderstanding.
- Unfortunately, bullies are poorly developed people. They use surprise and secrecy to gain leverage into those they target.

THE BULLY'S MODE OF OPERATION

- Most bullies are incompetent at their job and the bullying is intended to hide this incompetence.
- Jealousy and envy motivate the bully to identify a popular and competent coworker. When the popular coworker confronts the bully, the fear of exposure compels the bully to perceive that person as a threat.
- The bully will retaliate by using subtle forms of humiliation that, over time, can wear a good person down.
- That coworker may someday reach their limit and resent the bully for getting away with the lies and the torment, the anxiety and the depression, the headaches and the insomnia, even substance abuse.
- In a heated moment, the coworker may be provoked into an emotional outburst. The bully will look shocked and cast

himself as the victim.

- The bully always starts the conflict. A coworker will eventually react. The company will eventually lose a talented and valuable coworker.
- It seems those who can, do. Those who can't, bully.

CHARACTERISTICS OF A BULLY:

- Characteristics of a bully include:
 - Arrested level of emotional development,
 - Bears grudges,
 - Cannot be trusted or relied on,
 - Convincing liar,
 - Divisive and disruptive,
 - Easily deceives,
 - Escapes accountability,
 - Finds fault with everything,
 - Know it all,
 - Mean spirited,
 - Refuses to address specifics,
 - Strong sense of entitlement,
 - Vindictive and manipulative.

THE IMPORTANCE OF DEALING WITH BULLYING

- Nearly half of all workers have been affected by bullying in the workplace, either as a target or witness.
- Bullying is about contempt, not anger. They strongly dislike someone they consider to be inferior or undeserving of respect; and yet, they can often be viewed as charming.
- Many companies either ignore the behavior or don't know how to deal with it. It is important for companies to get on the right side of this issue.
- As a customer, you can report the bully and the company may lose a customer. As an employee, you can report the bully and you may lose your job.

DEALING WITH BULLYING IN THE WORKPLACE

Employer:

- Ensure commitment from the top down;
- Distribute a conduct survey to all staff;
- Know exactly what is happening in your workplace;
- Encourage staff to report bullying and provide support;
- Implement a conflict resolution process;
- Create a healthy workplace with values and standards;
- Ensure new staff receives education on "No Bullying."

Employee:

- Document the episode;
- Promptly report each incident of bullying;
- Consult with your manager or human resources;
- Emotionally detach from the bully's behavior;
- Attend training classes.

CONCLUSION

- Do your job and do it well. Do not sink to their level. Do not yell, threaten or cry. Do not allow anyone to make you feel bad about yourself. Do not allow anyone to isolate you from your friends at work.
- Most important, do not try to win coworkers over to your side. The way you handle the situation will allow them to make their own judgment.
- It's up to management to do the rest. Good managers purge bullies; bad ones promote them.
- Promote a bully-free workplace as a recruitment tool to attract and retain good employees. Make the memories for every employee a pleasant one.

BULLYING IN THE WORKPLACE

ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. b

4. a

5. b

BULLYING IN THE WORKPLACE
REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. While bullying is a learned behavior, it can also be unlearned.
 - a. True
 - b. False

2. While most bullies are competent at their jobs, they are jealous of their more successful coworkers.
 - a. True
 - b. False

3. Nearly _____ of all workers have been affected by bullying in the workplace.
 - a. 1/4
 - b. 1/2
 - c. 3/4

4. Employers should encourage staff to report bullying and provide support.
 - a. True
 - b. False

5. If a bully comes between you and your friends, you should try to win your coworkers over to your side.
 - a. True
 - b. False