



# office of safe disclosure & human rights



OFFICE OF  
**SAFE DISCLOSURE  
& HUMAN RIGHTS**  
UNIVERSITY OF ALBERTA



**speak in confidence**  
[www.ualberta.ca/humanrights](http://www.ualberta.ca/humanrights)



# Welcome and Introduction

(aka who is this guy?)



# Outcomes

At the end of the session, I hope you:

- Understand how to define and identify bullying
- Understand how to address bullying behaviours
- Understand how to assist those who have been subject to bullying
- Know where to access services and support





# Define and Identify Bullying: Bullying AKA

Bullying may also be known as mobbing, abuse, workplace aggression, horizontal or lateral violence, victimization and social undermining

.([www.osach.ca](http://www.osach.ca))

Bullying that occurs online is known as “Cyberbullying”

Bullying motivated by prejudice against a person’s actual or perceived sexual orientation or gender identity is known as “homophobic bullying”



# Define and Identify Bullying

[http://safemanitoba.com/new\\_workplace\\_regulations\\_effective\\_february\\_1\\_2011.aspx](http://safemanitoba.com/new_workplace_regulations_effective_february_1_2011.aspx)

“...second type relates to what is sometimes referred to as bullying.

This may involve:

- severe, repeated conduct that adversely affects a worker’s psychological or physical well-being if it could reasonably cause a worker to be humiliated or intimidated
- a single occurrence, if it is shown to have a lasting, harmful effect on a worker

Harassment may be written, verbal, physical, a gesture or display, or any combination of these. It may happen only once, but often happens repeatedly.”



# Define and Identify Bullying

WWW.WORKPLACEBULLYING.ORG

“Workplace Bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators that takes one or more of the following forms:

- Verbal abuse
- Offensive conduct/behaviors (including nonverbal) which are threatening, humiliating, or intimidating
- Work interference — sabotage — which prevents work from getting done’



# Define and Identify Bullying

<http://www.cnt.gouv.qc.ca/en/in-case-of/psychological-harassment-at-work/index.html#c8507>

## Psychological Harassment – PQ

Psychological harassment at work is vexatious behaviour in the form of repeated conduct, verbal comments, actions or gestures:

that are hostile or unwanted

that affect the employee's dignity or psychological or physical integrity

that make the work environment harmful.





# Define and Identify Bullying

<http://www.cnt.gouv.qc.ca/en/in-case-of/psychological-harassment-at-work/index.html#c8507>

## Criteria - PQ

- Vexatious behaviour
- Repetitive in nature
- Verbal comments, gestures or behaviours that are hostile or unwanted
- Affect the person's dignity or integrity
- Harmful work environment



# Proposed U of Alberta Definition

Harassment includes bullying, which is a form of aggression that may include physical, verbal, or emotional abuse. Bullying poisons the work, study or living environment of the person it targets. It can include persistent, offensive, abusive, intimidating or insulting behavior, abuse of power, and/or unfair sanctions which make the individual feel threatened, humiliated, and/or vulnerable.



# Types of Bullying Behaviours

Adapted from Public Safety Canada

<http://www.publicsafety.gc.ca/res/cp/res/bully-eng.aspx#a01>

Physical	Verbal	Social
Hitting	Insults	Gossiping
Kicking	Name calling	Rumors
Punching	Comments about how you look or talk	Ignoring
Pushing/Shoving	Threats	Exclusion
Stealing	Sexual Harassment	
Dating Aggression	Protected Grounds Based Comments	



# How to assist those who have been subject to bullying –Bullying Roles

Bully

Target

Assistant to the bully

Reinforcer

Defender

Outsider

Source: S Dunn



# What Is It Not?

Adapted from: [http://safemanitoba.com/new\\_workplace\\_regulations\\_effective\\_february\\_1\\_2011.aspx](http://safemanitoba.com/new_workplace_regulations_effective_february_1_2011.aspx)

Reasonable conduct is not harassment. Reasonable, actions by instructors to help manage, guide or direct students is not harassment.

Appropriate marking techniques, feedback mechanisms and academic counseling or discipline is not harassment.

Academic debate is not bullying.



# What Is It Not?

- A valid excuse/reason to minimize or dismiss other concerns such as harassment, assault etc
- Fleeting
- A disagreement of opinion expressed with respect
- Performance Management/Coaching
- An acceptable alternative to formal processes (such as grievances, performance management, marking, investigations, discipline)



# Mostly Business

by Ted Goff

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**“I don’t have time to write performance reviews, so I’ll just criticize you in public from time to time.”**

[Click to see previous cartoons](#)

# Why do we care?

## Cost of workplace aggressions and bullying

<http://www.centennialcollege.ca/bullying/bullying-at-work.html>

### **Increased:**

Absenteeism and sick time

Staff/ Student turnover

Stress

Risk for accidents or incidents

### **Decreased:**

Morale

Productivity and motivation

Level of customer service and customer confidence







# Classroom Bullying

- Can flow in many directions ( Instructor to student, student to instructor, peer to peer, instructor to instructor).
- Instructor has responsibilities
- Students have responsibilities
- Strategies are much the same as workplace
- “The Classroom” can be anywhere ( tangible link)



# Setting the Stage for Success

Instructors can:

- Make overt “zero tolerance” statements on day-one
- Demonstrate the desired behaviours ( [be self aware!](#) )
- Act in a consistent manner with all students
- Encourage and reward *upstanding*
- Provide clear reporting mechanisms & resources
- Seek training & bring in guest speakers
- Incorporate anti bullying into curriculum
- Be aware of lab, clinical and tutoring climates
- Seek support when needed



# How to address bullying behaviours

## Institutional

1. Understand policies & collective agreements
2. Seek support from appropriate providers
3. Encourage “role responsibilities”



# How to address bullying behaviours

Source: Centennial College

## Personal

Raise the issue. Clearly and firmly communicate to the bully that the behaviour is wrong and must stop.

Keep a factual journal of incidents with dates and times.

Take note of anything that 'doesn't feel right', from casual comments to inappropriate jokes or eye contact

Include descriptive details such as body language, comments by bystanders, non-verbal actions and anything that was said

Keep documents: emails and memos showing the number and frequency.

Seek medical assistance and /or make use of the Employee Assistance Program if your health is being impacted.



# How to address bullying behaviours

## Personal

- SAFETY ( In all its forms) FIRST - Be aware of health status & risks
- Remain Calm
- Document
- “Aggressively Assertive” response/[One Liners](#) (short term)
- Describe their behaviours and Set limits ( declare your own “Bill of rights”)
- Rely on social networks and input from sources apart from the workplace



Not to

# How to address bullying behaviours

(Source: take the Bully By the Horns. Sam Horn:2002. Pg 36&37)

Avoid

Accommodate

Become the Bully

Pass the Buck

Don't negotiate: Remember that Bullies are generally not interested in meeting your needs or participating in rational processes



# How to assist those who have been subject to bullying

Emotional, Mental and Physical Health concerns  
are paramount.

Show empathy

Encourage them to act (even if that action is  
leaving)

Upstanding/Not participating in mobbing

Refer them to appropriate resource ( you do not  
need to be the expert)





# How to assist those who have been subject to bullying -Upstanding

Source: Shelagh Dunn, PhD

## Attitudes and Action:

95% say witnesses *should intervene*

45% say they think witnesses *would* intervene

15% actually *do intervene*

## Why Don't We Intervene?

Risk, embarrassment, not knowing, context, responsibility, desensitization, don't know what to do...

Bystander effect

Power of one



# Where to turn for information and support

Employee & Family Assistance Program

Office of Safe Disclosure and Human Rights

Helping Individuals At Risk

Department leadership & administration

Faculty Relations – Office of the Provost

NASA/AASUA

Chaplaincy

Occupational Health and Safety



# Resources

[www.osdhr.ualberta.ca](http://www.osdhr.ualberta.ca)

[www.hrs.ualberta.ca/HPaWS](http://www.hrs.ualberta.ca/HPaWS)

[www.hiar.ualberta.ca](http://www.hiar.ualberta.ca)

[Centennial College - Bullying at Work](#)



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