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
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)

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


“...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.”
“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

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


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

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<th>Physical</th>
<th>Verbal</th>
<th>Social</th>
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<td>Insults</td>
<td>Gossiping</td>
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<td>Kicking</td>
<td>Name calling</td>
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<td>Punching</td>
<td>Comments about how you look or talk</td>
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<td>Dating Aggression</td>
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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

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)
"I don’t have time to write performance reviews, so I’ll just criticize you in public from time to time."
Why do we care?

Cost of workplace aggressions and bullying

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

**Increased:**
Absenceism and sick time
Staff/Student turnover
Stress
Risk for accidents or incidents

**Decreased:**
Morale
Productivity and motivation
Level of customer service and customer confidence
Delete Bullying
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
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
www.hrs.ualberta.ca/HPaWS
www.hiar.ualberta.ca

Centennial College - Bullying at Work
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