

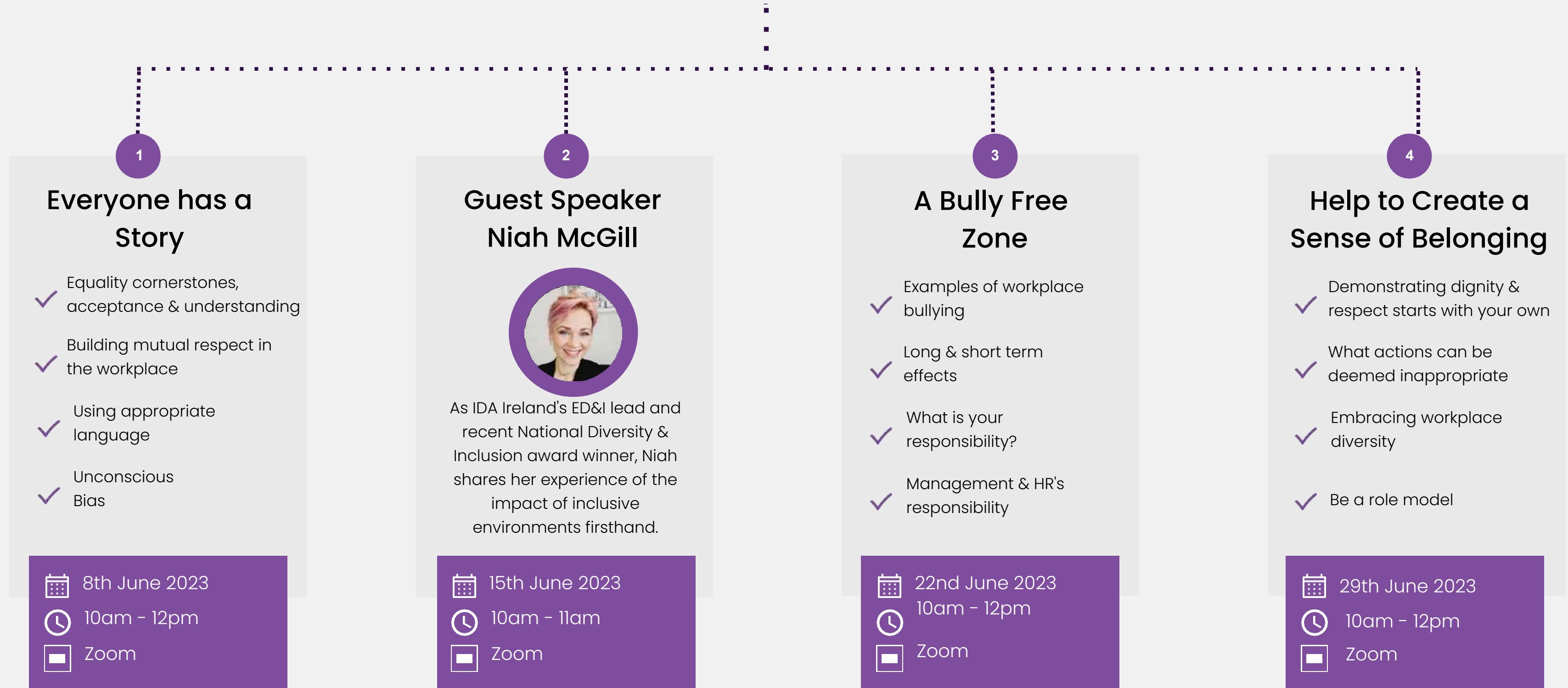


**Member
Events**

dcm THE
LEARNING
EXPERTS

**You Belong,
a Dignity & Respect
Mini-Programme
Session 3 June 22nd**

You Belong Programme Schedule



A Bully Free Zone

Agenda

- Examples of workplace bullying
- Long and short term effects
- What is your responsibility?
- Management and HR's responsibility



Examples of Workplace Bullying

“Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could be reasonably regarded as undermining the individual’s right to dignity at work.”



Exercise

In the chat window, share what you feel would be bullying activities

Bullying Behaviours

- Exclusion with negative consequences
- Verbal abuse/insults
- Being treated less favourably than colleagues in similar roles
- Belittling a person's opinion
- Disseminating malicious rumours, gossip or innuendo
- Socially excluding or isolating a person within the work sphere
- Intrusion – pestering, spying or stalking
- Intimidation/aggressive interactions
- Excessive monitoring of work
- Withholding information necessary for proper performance of a person's job
- Repeatedly manipulating a person's job content and targets
- Blaming a person for things beyond their control
- Use of aggressive and obscene language
- Other menacing behaviour



Bullying does not include...

- Expressing differences of opinion strongly,
- Offering constructive feedback, guidance, or advice about work-related behaviour which is not of itself welcome,
- Ordinary performance management,
- Reasonable corrective action taken by an employer or supervisor relating to the management and direction of employees (for example managing a worker's performance, taking reasonable disciplinary actions, or assigning work), or workplace conflict where people disagree with or disregard the others' point of view.



Factors associated with a risk of bullying

- High turnover of staff, high absenteeism and/or poor morale,
- Mismanagement or poor management of relationships in the workplace – bullying, bullying is more likely to be a factor in workplaces that do not have an effective management system based on respect and awareness or sensitivity to the impact of behaviour on others,
- Gender/age/status imbalance,
- Other factors – composition of the workforce, interface with the public, history of tolerance of unacceptable behaviour, lack of/inadequate procedures or no adherence to procedures, and absence of clear reporting structures and clear job/role descriptions.



Long and short term effects



Effects of Work Related Stress

- Mental (how the mind works)
- Physical (how the body works)
- Behavioural (the things we do)
- Cognitive (the way we think and concentrate)



**What is your
responsibility?**



Exercise

In the chat window, share what you feel your responsibilities are as an employee within your organisation

Safety Health & Welfare at Work Act 2005

Employees have duties under the 2005 Act to conduct themselves properly in relation to others at work



Management and HR's responsibility



Organisational Culture

- Establishing and maintaining a positive workplace environment free from bullying
- Leadership
- Involvement and a proper flow of communication
- Intolerance of inappropriate behaviour
- Mutual respect and dignity for all
- Openness



Employers Responsibilities

- Uphold the duty to manage and conduct work activities in such a way as to prevent any improper conduct or behaviour likely to put at risk an employee's safety, health or welfare at work.
- Prepare a Safety Statement
- Develop a proper workplace anti-bullying policy



Informal Process



- People being confident that they will be listened to, will be taken seriously and that their issues will be assessed fairly, quickly and effectively.
- Managers having the confidence and capacity to engage on such issues and to respond and consult appropriately.
- Confidentiality to be respected by all.
- A focus always on the future workplace relationship and a problem-solving orientation.
- Mediation – secondary informal process

Formal Process

- Formal complaint in writing
- Investigation
- Appeals
- Management of malicious complaints
- WRC



A Bully Free Zone

Recap

- Examples of workplace bullying
- Long and short term effects
- What is your responsibility?
- Management and HR's responsibility



Thank You!

