



**WORKPLACE  
CULTURE  
BY DESIGN**



# **Workplace Bullying** Identification, Intervention, & Prevention





## **WORKPLACE BULLYING**

### Identification, Intervention, & Prevention

The modern workplace is challenged to create an environment of inclusion that nurtures feelings of being both valued and connected. As such, it becomes incumbent upon everyone to be on high alert for signs of harassment and bullying that poison relationships, disturb well-being and negatively impact organizational culture.

Program participants will learn about bullying and related malicious behaviors that lead to employee absences and turnover, low engagement, job satisfaction and productivity. Economic and organizational wellness costs associated with legal liability and human capital are discussed. Attendees learn to identify, intervene and prevent toxic behaviors within their workplaces, leaving with skills that build a sustainable, positive workplace culture.

### **Program Syllabus**

#### **Bullying**

What does it look like?

How is it defined?

#### **Harassment, Bias, Incivility and other toxic workplace behaviors**

How are these related to bullying?

How are these differentiated?

How are these distinguished from Workplace Conflict?

#### **Legal Liability and other organization costs of bullying**



## **Players, Motivations and Perceptions**

“Bully-er” - “bully profile”

Accomplices and Allies

Victim (object)

Witnesses and Bystanders

The Whistleblower

The Complaint Catcher

Organization (systemic and cultural risk factors)

## **Impact on Workplace Well being**

Impact on Individuals

Impact on Groups and Teams

Impact on Organization

## **Types of Bullying and Behaviors of Bullies**

Distinguishing between predatory, relational, overt/covert, serial, secondary, gang (mobbing), cyber and other types of bullying.

Recognizing blatant aggression, passive aggression, condescension, intimidation, sabotage, gaslighting, exclusion, and other types of behaviors in bullies.

## **Intervention and Prevention**

Obstacles to success

Insight and awareness are not the same as execution and change

Efforts are not “one and done”

Everyone has a story

None of us are immune - all of us are capable



## Intervention Tools and Techniques

Create safe reporting processes

It starts at the top - always hold everyone accountable

Middle management and front-line supervisors are critical for success

Bystander intervention techniques

## Prevention Tools and Techniques

Leaders must model good behavior

Proactive and intentional building of cultures of civility and respect

Defining acceptable conduct

Don't excuse inappropriate behavior

Developing a system to track effectiveness of processes

## Learning Through Role Play

Small groups engage in role plays designed to “test drive” the techniques and skills learned throughout this program.



**We Look Forward to  
Working With You!**