

Don't Back Down Dealing with bullies in the workplace

These materials are intended to accompany
the live or recorded online web event of the same title



Merge Gupta-Sunderji, MBA, CGA, CSP
www.TurningManagersIntoLeaders.com

Tel: (403) 605-4756

Fax: (403) 451-9759

E-mail:

info@turningmanagersintoleaders.com



About Merge

Merge Gupta-Sunderji's leadership and workplace communication practice focuses on turning managers into leaders. Whether it's large-audience keynotes, small-group training, meeting facilitation, or one-on-one mentoring, Merge gives people specific and practical tools to help them achieve leadership and communication success. A speaker, author, radio commentator, and consultant since 1988, today over 60,000 professionals in eight countries have worked with Merge to obtain and practice the tools to make them exceptional leaders and communicators.

Merge's client base is broad and varied including numerous professional associations, and mid- to large-sized corporations in the financial, retail, energy and natural resources, and government sectors. You can review a comprehensive list of some of her over 250 satisfied (and in most cases, repeat) clients at her website (<http://www.turningmanagersintoleaders.com/clients/client-list/>).

Merge's insights come from first-hand experience. As a leader at one of Canada's premier oil and gas companies for over fourteen years, and a Board leader at a Credit Union for three years, she offers a unique blend of realism and humour that consistently engages and entertains her audiences! For almost two years, she was the well-known voice behind the national CBC radio column *The Softer Side of Business* heard coast to coast across Canada on *CBC Radio One*. She's an award-winning published author, writing for many well-known organizations and publications, including the very popular *Merge's Mega Minute*. The second edition of her book titled *Why Does the Lobster Cast Off Its Shell?* was published in July 2009. She is the author of over 70 articles in a wide variety of publications, and writes a regular column called *Further Than Figures* in *CGA Magazine*, a professional accounting publication with a circulation of over 75,000. She is also a regular contributor to *The Globe & Mail's Leadership Lab* column. She has released an entire Leadership Series of 22 educational audio CDs covering just about any responsibility or situation faced by working people everywhere.

Merge is a proud professional member of both the Canadian Association of Professional Speakers and the Global Speakers Federation, and holds her Certified Speaking Professional (CSP) designation. The CSP designation is an international measure of speaking and platform excellence and is awarded only to those accomplished speakers who meet strict criteria and have a proven record of delivering client satisfaction. Less than 12% of the speakers who belong to the worldwide federation hold this professional designation, and Merge is one of only 232 women in the world who have earned the Certified Speaking Professional credential.



What does bullying look like?

- Verbal
- Social
- Physical
- Cyberbullying

So what is bullying, really?

- _____

- _____

- _____

Managing is not bullying!

What it is NOT!

What it is



The warning signs!

- _____
- _____
- _____
- _____
- _____
- _____

Why should leaders care?

- High stress and anxiety
- Poor work performance
- Higher absenteeism
- Staff will quit
- There could be legal ramifications

If you're the victim, what can you do?

1. _____
2. _____
3. _____



Your options if you're a victim

- Check to see if your workplace has an _____
- _____ to the bully
- _____ to the bully
- Keep a _____ of events
- Keep _____ of any texts, e-mails, letters or other documentation you receive from the bully
- Avoid being _____ with the bully
- Stay _____ with your co-workers; don't let the bully _____ you.
- Keep copies of performance _____ or _____ that prove you can do your job
- Resist the urge to _____
- Tell your _____

The power of “I”



The basic language model

1. Negative behaviour

When

When _____ happens

2. Negative consequence

_____ happens

I feel (these are the consequences)

It seems like (these are the consequences)

3. Positive behaviour

It would help me

Next time

4. Positive consequence

That way ...

That will ...

5. Solicit feedback

How do you feel (about) ?

What are your thoughts (about) ?

Call the bully on rumor-mongering

Call the bully on sniping



What if the bully IS your supervisor

- _____ to him/her
- _____ with human resources staff or the person identified in your organization's anti-bullying policy
- Tell your supervisor's _____
- If your concerns are _____, take them to the next level of management or to your union.

Bottom line: _____

If you're the boss ...

- Openly state that your company will not _____ bullying
- Push for an anti-bullying _____ (if you don't have one)
- Frequently _____ to employees to see how they're feeling about the workplace
- Be a _____ for a respectful work environment
- If you see bullying, do not _____ it! Take action immediately
- Treat any complaint _____
- Don't _____ the messenger!
- Do not _____ guilt or innocence. Support all parties involved once a complaint is made



If you're the boss ... (continued)

- Act _____
- Conduct an _____ into the allegations
- _____ carefully
- Seek to establish whether the incidents complained about actually _____
- Pull in a _____ from your Human Resources department, if possible
- Bring in an _____ person to take charge of the investigation, if needed

If you witness bullying ...

Bullying affects everyone in the workplace, not just the victim ... so don't just ignore it!

- Offer your support and encourage the victim to take action
- Help the person prepare to meet with or write to the bully
- Accompany the person to meet with a supervisor or speak to the bully about the behavior
- If you see bullying in progress, gather some co-workers and stand in plain view of the bully. You don't need to say anything, just watch



Additional notes

CONTINUE YOUR LEARNING!

- For more in-depth on using “I” language, read this article “Defusing Defensive Employees”:
<http://cgamagazine.ca/defusing-defensive-employees/>
- If frequent criticism is affecting your self confidence, this article “Responding to Criticism” can help: <http://cgamagazine.ca/responding-to-criticism/>
- Sign up for Merge’s Monthly Mega-Minute:
<http://www.turningmanagersintoleaders.com/tools/the-mega-minute-archives/>
- Subscribe to Merge's blog, Turning Managers into Leaders:
<http://www.turningmanagersintoleaders.com/blog/>
- Network with Merge on LinkedIn: <http://ca.linkedin.com/in/mergeguptasunderji>
- “Like” Merge's Facebook page, Turning Managers into Leaders:
<http://www.facebook.com/pages/Turning-Managers-Into-Leaders/105033073890>
- Follow Merge on Twitter, @mergespeaks: <http://twitter.com/mergespeaks>

