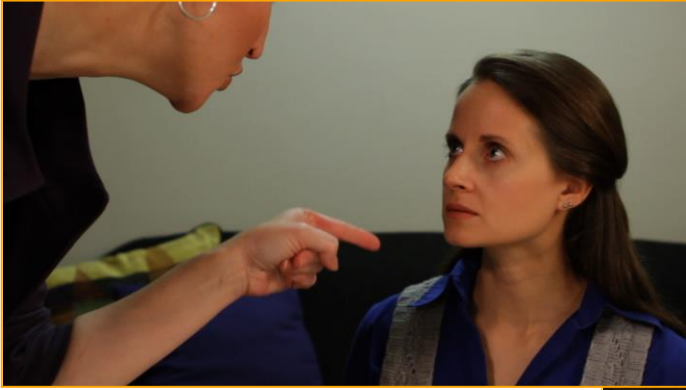


PREVIEW GUIDE



Preventing Workplace Bullying

How to Recognize and Respond to Bullies at Work

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Agenda for All-Employee Discussion

This program is designed to introduce important information about workplace bullying using video and discussion. This agenda is designed as a “stand-alone” video-based training that provides for an introduction to the topic with guided discussion opportunities.

Step	Item	Time
#1	Arrival of Participants	N/A
#2	Getting Started	5 minutes
#3	Getting Focused	10 minutes
#4	What is Bullying?	15 minutes
#5	What Bullying Looks Like	30 minutes
#6	Understanding Your Organization's Culture	10 minutes
#7	Wrap up the Session	5 minutes
Total Estimated Time for All-Employee Discussion:		75 minutes
Estimated Time with Optional Activity*:		95 minutes

*[*Facilitator Note: In Step #6, there is the option for an additional skills practice activity. If you choose to use this activity, it will add an additional 20 minutes to your estimated time.]*

Step 3

Discussion Session: Getting Focused

Time it takes:

10 minutes

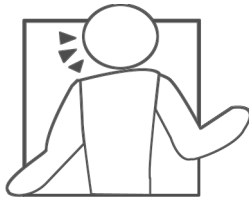
What it is about:

Introducing the learning objectives and what participants will experience and learn

What you will need:

- Flipchart pages of benefits from Step 2
- PowerPoint Slides #3 – #6

How to do it:



The “Big Idea” is Basic

Bullying can happen in any size company and in any department. Awareness is key. It is everyone’s responsibility to prevent it. Prevention starts with each and every one of you. It means speaking up for yourself and for others; it means creating and supporting a culture that doesn’t tolerate bully behavior from anyone . . . even you.

CRM Learning

We’ll Review

1. Bullying is not the victim’s fault
2. Anyone can be a bully or a victim
3. Awareness and assertiveness are key behaviors to stopping a bully
4. Policies and communication can help create a culture that fosters respect

CRM Learning

1. To get people focused, say: **Bullying in the workplace can have devastating effects on both organizations and individuals. Today, we are going to focus on three dimensions of bullying: preventing it, recognizing it and responding to it.**
2. Display Slide #3 and review the purpose of the program. Say: **The “big idea” is basic. Bullying can happen in any size organization and in any department. Awareness is key. It is everyone’s responsibility to prevent it and prevention starts with each and every one of you. It means speaking up for yourself and for others; it means creating and supporting a culture that doesn’t tolerate bully behavior from anyone . . . even you!**
3. Display Slide #4 and say: **In addition, we will reinforce and review that:**
 1. **Bullying is not the victim’s fault.**
 2. **Anyone can be a bully or a victim.**
 3. **Awareness and assertiveness are key behaviors to stopping a bully.**
 4. **Policies and communication can help create a culture that fosters respect.**

Step 6

Discussion Session: Understanding Your Organization's Culture

Time it takes:

10 minutes

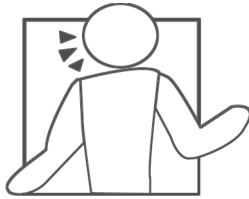
What it is about:

Identifying policies and procedures that are already in place to help you prevent bullying

What you will need:

- Organizational policies
- *Handout #3 – Skills Practice Activity* (Optional)

How to do it:



1. Introduce the segment by saying: **We've just seen a video that shows us what bullying looks like. Now we need to better understand where our organization draws the line on inappropriate or disrespectful behavior. Every organization has its rules, policies and procedures.**

Let's review our organization's [insert documents you have gathered (e.g., Code of conduct, list of prohibited activities, union guidelines, etc.)].

As you can see, this list doesn't necessarily cover all the bullying behaviors that we previously listed. That is why it is important for you to be observant and speak up if you see someone acting in a way that is disrespectful to you or your coworkers.

2. Ask: **Based on our organizational policies, what can you do to *prevent* workplace bullying?**

[Possible Responses: self-check before you say something you think may be "funny"; speak up if someone says something that you find offensive or hurtful; point out to a peer if you believe they said something offensive or hurtful about someone else to you; speak up if someone is being forgotten or not

Agenda for Module for Managers

This agenda is designed to provide additional training for the managers of your organization. Steps #8 – #12 are optional and can be arranged as you see fit. This *Leader's Guide* provides an example of one suggested agenda.

Step	Item	Time
#1 – #7	All-Employee Program (with/without Optional Activity)	75 minutes 95 minutes
#8*	Introduction	5 minutes
#9	Self-Assessment (including debrief)	20 minutes
#10	Video and Discussion	15 minutes
#11	Continuum of Managerial Behaviors	10 minutes
#12	Conclusion	5 minutes
	Total estimated time for Manager Module only (Steps #8 – #12):	55 minutes
	Total estimated time for Manager Module combined with Employee Program (Steps #1 – #12):	130 minutes
	Total estimated time with Optional Activity (Steps #1 – #12 plus Optional Activity from Employee Program):	150 minutes

*[*Facilitator Note: Prior to Step #8, ask all non-managerial staff members to leave because their portion of the training has concluded.]*

Step 11

Discussion Session: Continuum of Managerial Behaviors

Time it takes:	10 minutes
What it is about:	Identifying bullying behavior
What you will need:	<ul style="list-style-type: none"> • <i>Handout #6 – Continuum of Managerial Behaviors</i>
How to do it:	



1. Distribute *Handout #6 – Continuum of Managerial Behaviors* to each participant.

[Facilitator Note: If you complete this activity before the video, have the participants put the list below on a continuum from passive to assertive to bully/aggressive (moving from left to right). If the activity is completed after the video, participants may create their own list of managerial behaviors to rank, if desired.]

2. Once participants have completed the activity, review the answers.

Answers to Handout #6:

Passive:

- Letting things go (A)
- Turning a blind eye to bully behavior (I)
- Telling people it's not a big deal when they report bullying to me (E)

Assertive (middle of the road behaviors):

- Documenting and reporting if you see or are told about bully behavior (F)
- Stepping in and speaking up if you see bully behavior (J)

Handout #1 – Differences Between Bullying and Harassment

	Harassment	Workplace Bullying (80% not illegal at this time)
Legal:	Illegal	Shy of illegal
Focus:	Most harassment has a physical component (intrusion into personal space, damage to property, touching); sex, race and disability are typically the focus	Most workplace bullying is psychological (criticism, teasing, intimidation); competence (envy) and popularity (jealousy) are typically the focus
Target:	Tends to focus on specific individual because of a characteristic (gender, race, disability)	Tends to focus on people who are competent
Awareness:	Most people recognize harassment right away and know it's against the law	Most people do not recognize bullying right away
Language:	Using offensive language is typical	Typically includes trivial criticisms without explicit offensive language

Handout #3 – Skills Practice Activity

Case Study: Application of Skills – Speaking up for yourself

Time: 20 minutes

- Divide into small groups of 4 – 6
- Determine who will be Mary (bully) and who will be the victim
- Review and prep: 7 minutes
- Practice speaking up: 5 minutes
- Switch and review roles: 3 minutes
- Practice speaking up: 5 minutes

Facts:

You are a senior-level employee, and you have been employed at your organization for over two years. As a result of a merger, a new Executive Director (Mary) has been named. On her first day, Mary sent out a memo highlighting her background and educational experience. Many of you noticed that although she had over 15 years of experience in management, she did not hold an advanced degree.

Ever since Mary has been assigned to oversee your department, she has consistently bullied most of the senior-level employees. In the beginning, many of you thought it was her “trying to exert her leadership” to a new group. However, in the past three months, your team has shared stories about her behavior, that now, looking back, you realize has been bullying. You began writing down what she has done to you, and as you turn your computer on to update your résumé, you review the list for inspiration:

- Department meeting: Mary said to everyone “this is the best that Anna could do, because she didn’t put enough time into the project.”
- Friday meetings: Mary has scheduled mandatory meetings on the Fridays that are my flex days. While she could hold the meetings on the 1st and 3rd Fridays when we are all at work, she always schedules them for the 2nd and 4th Friday, which are my flex days. Meetings are always scheduled in the middle of the day for 60 minutes, thus ruining my day off. Because I am salaried, there is no compensation for attending the meetings. Mary has threatened to write me up if I miss any.

Handout #6 – Continuum of Managerial Behaviors

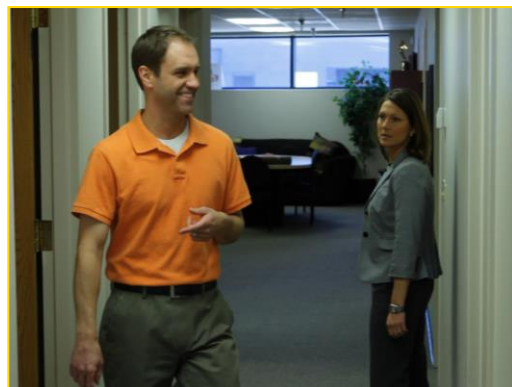
Instructions: Place these actions on the continuum on the next page.

- A. Letting things go
- B. Getting in someone's personal space
- C. Swearing
- D. Yelling loudly
- E. Telling people it's not a big deal when they report bullying to me
- F. Documenting and reporting if you see or are told about bully behavior
- G. Taking credit for others' work
- H. Self-evaluating your behavior
- I. Turning a blind eye to bully behavior
- J. Stepping in and speaking up if you see bully behavior
- K. Conducting performance evaluations and 360° feedback
- L. Withholding important information
- M. Giving disproportionate workloads or overwhelming special assignments
- N. Encouraging open communication
- O. Using sarcasm
- P. Redirecting the conversation when you observe bullying
- Q. Using appropriate tone of voice and body language

Materials Included With *Preventing Workplace Bullying*

Preventing Workplace Bullying: How to Recognize and Respond to Bullies at Work is a workshop appropriate for use with employees and managers to help them define, recognize and prevent bullying and its effects in the workplace. Bullying can happen in any size organization and in any department. It is everyone's responsibility to prevent it and prevention starts with self-advocacy. The training addresses behaviors typically prohibited by company policy as well as possible consequences of not stopping bullying behavior (such as illegal harassment, retaliation, lawsuits, etc.).

- ◆ In the **chaptered DVD**, various bullying situations are presented in office, healthcare, industrial and educational environments. Steps are shown for how to deal with the situations and resolve them in a professional manner. A bonus **Manager's Module** shows how management can take steps to recognize and address bullying, including evaluating themselves for "bully-boss" behaviors. The DVD is close-captioned.
- ◆ The **Leader's Guide** provides options for a 75- to 95-minute workshop. Facilitation instructions, discussion questions, and exercises are provided. The training design is flexible and can be used as a foundation for a new training initiative, or integrated into an existing training program.
- ◆ The **CD-ROM** contains a **PowerPoint Presentation** to be used throughout the workshop to illustrate the training points. Also included on the disc are PDFs of seven reproducible **Participant Handouts** that cover the difference between bullying and harassment, skills practice, action planning, and, for the Manager's Module, a self-assessment of managerial behaviors. These will help participants learn how to react to bullying situations after the workshop.
- ◆ The **Reminder Card** is a take-away for participants in the workshop with the main points of the training to recognize, speak up, stand up and commit. 10 Reminder cards are included with purchase.



Program Information and Pricing

Purchase Price: \$895.00

Rental Price: \$275.00

Preview Price: Free

Running Time: 17 Minutes, plus 5-Minute *Manager's Module*

Materials included with purchase: chaptered DVD of the Main Program and Manager's Module, Leader's Guide, CD-ROM with PowerPoint Presentation and PDFs of reproducible Participant Handouts, 10 Reminder Cards.

Quantity Pricing Discounts

Preventing Workplace Bullying Program

2 copies	10% off
3-5 copies	15% off
6-10 copies	20% off
11-15 copies	25% off

Industry discounts may also apply; call your Sales Consultant for more information.

Reminder Cards (sold in packs of 10)

1-50 packs	\$5.00 each
51-250 packs	\$4.50 each (10% off)
251-500 packs	\$4.25 each (15% off)
501+ packs	\$4.00 each (20% off)

(contents, pricing & discounts subject to change without notice)