

PREVENTION TIPS

- ~ Actively create a workplace culture and environment where bullies are not welcome – communicate anti-bullying statements; use clear procedures and processes that reduce potential for abuse of power
- ~ Actively promote a healthier, respectful work environment – seek out opportunities for team building, and developing interpersonal skills such as effective communication, problem solving and conflict resolution
- ~ Speak out when you see or experience workplace harassment or bullying – seek help immediately and provide support for the target
- ~ Be aware of your own behaviour and its impact on others – use your power/privilege carefully
- ~ Know if/when you've been a bully – apologize and modify your behaviour for next time
- ~ Practice stress management techniques that will reduce the potential for bullying in times of crisis or stress
- ~ Practice patience – give people the benefit of the doubt – ask questions instead of making assumptions
- ~ Keep the lines of communication open so issues can be addressed and resolved quickly
- ~ Use a positive attitude – create a fun, productive workplace where thoughtfulness, teamwork and appreciation for each other are the norm

ONLINE RESOURCES

www.bullyonline.org

www.nobullyforme.ca

www.mobbing.ca

www.bullybusters.org

www.bullyinginstitute.org

To learn more about how you can help to create a respectful working environment, you are encouraged to stop by the Office of Human Rights and Equity Services at DeCew Residence 221.



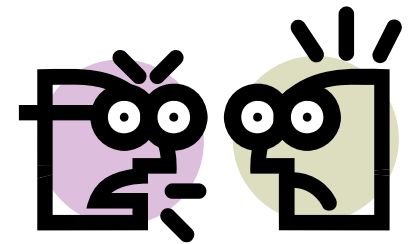
Office of Human Rights and Equity
Services

DeCew Residence, Room 221
St. Catharines Campus
www.brocku.ca/humanrights
(905) 688-5550 ext. 5657
humanrights@brocku.ca



OFFICE OF HUMAN RIGHTS AND EQUITY SERVICES

Promoting a respectful work and
learning environment at Brock
University.



BULLIES AT WORK: REDUCING WORKPLACE HARASSMENT

A RESPECTFUL WORKPLACE

Brock University seeks to promote a **respectful work and learning environment**, which celebrates diversity and inclusiveness and is free of discrimination, harassment and bullying. We seek to provide all employees with a workplace that is healthy and safe. Workplace bullying therefore has no place at Brock University and is not allowed or condoned. It threatens the health and safety of our employees and is in violation of the Respectful Work and Learning Environment Policy.

DEFINING THE PROBLEM

Workplace harassment is repeated behaviour, by another person (employer, co-worker or group of co-workers) that is unwelcome and unsolicited, and is offensive, intimidating, humiliating or threatening to the recipient. Workplace harassment may or may not be intended by the harasser.

Workplace bullying is persistent, offensive, abusive, intimidating or insulting behaviour, abuse of power or unfair punitive sanctions which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress. Workplace bullying is generally intentional in nature and an attempt to exert power and/or control over the target.

Workplace harassment or bullying does not include reasonable management action taken in a reasonable way by an employer in connection with a person's employment.

Workplace harassment or bullying may be based on personal characteristics of the target (gender, race, ethnicity, creed, sexual

orientation, ability, age, etc.) or may be more general in nature.

EXAMPLES OF WORKPLACE BULLYING

- ~ physically abusive or aggressive behaviour such as pushing, hitting, finger pointing or standing close to an individual in an aggressive manner
- ~ verbally abusive behaviour such as yelling, insults, threats and name calling
- ~ ostracism/exclusion, or conversely, excessive supervision
- ~ undermining of the individual's position by changing work objectives/guidelines without consultation, setting unreasonable, unrealistic or impossible goals/targets, taking credit for the individual's work, disparaging the individual's work to supervisors, or sabotaging the individual's work; picking on people and unreasonably criticizing their performance; impeding an individual's efforts at promotions or transfers
- ~ removing areas of responsibility, without justification, and giving people menial or trivial tasks to do instead
- ~ unreasonable refusal to delegate authority and responsibility; withholding important or relevant information
- ~ spreading malicious rumours or lies
- ~ messages, including voice mail, electronic mail, online chats, and comments posted on websites, that are threatening, derisory or defamatory

Being the target of a bully can be very isolating ~ speak out to someone you trust and get support!

FACTS ABOUT WORKPLACE BULLYING

- ~ Some studies say that men tend to bully more than women, others suggest that men and women bully equally but in different ways
 - ~ Most studies say that women are more likely to be targets of bullying
 - ~ Most studies say that bullying is more likely to occur when a difference in power already exists (ie. Positional power – manager/staff member; social power – based on gender, race, age, etc.)
 - ~ Many targets of bullying are bright, high achievers/performers who have better than average social and communication skills – they are seen as a threat to the bully
 - ~ Estimates suggest that between 10% and 50% of the workforce are the targets of bullies
 - ~ The Education, Health Care, and Social Service sectors are reported to be the most badly affected by workplace bullying
- (Sources: see website list on back of pamphlet)

WHO CAN HELP?

Resources and departments **on campus** that can assist:

- Office of Human Rights and Equity Services, ext. 5657
- Human Resources, ext. 3274
- Campus Security, ext. 3200
- Union Representatives
- Supervisors, Managers, Directors, Chairs