



solutions

The quickest and best way to contact the EAP is by calling **1-800-222-0364**

Choose Respect

Dealing with bullying in the workplace

Bullying doesn't just happen on the playground; it can occur in the workplace, too. Any type of bullying is unacceptable, so zero tolerance should be expected—even among adults.

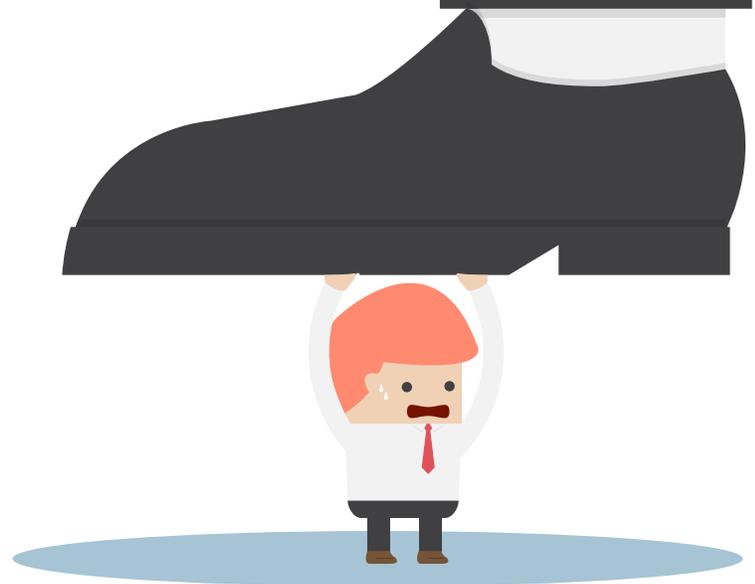
Recognizing Bullying

Bullying is a repeated aggressive behavior where there's a perceived imbalance of power, according to StopBullying.gov, the U.S. Department of Health and Human Services' bullying prevention site.

Workplace bullying is much the same as typical playground bullying, but the harassing behavior often takes more subtle forms:

- Intimidation can often be via email, using harsh tone or language to control or humiliate
- Demeaning behavior could include name-calling in the form of an unwanted "nickname" directed at some aspect of someone's identity, including sex, race, or ethnicity
- Inappropriate and unwelcome jokes directed to someone's perceived area of sensitivity
- Exclusion from the peer group may include not inviting someone to lunch or other all-department social functions
- Humiliation may be openly dismissive of others ideas or the work they produce
- Spreading rumors about someone seems to be a classic form of bullying, on the playground and in the office
- Physical aggression or violence is an extreme example of bullying and is luckily a rare occurrence in the workplace

The previous behaviors might occur one-on-one, in a group setting, or via email and other electronic media. Look for repeated behavior that has elements of asserting power over someone. Don't allow bullying to continue just because the person engaging in the behavior claims that wasn't his or her intent, or that he or she was "just joking." Make clear that whether intended or not, the behavior won't be tolerated.





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Dealing with Bullying

Evaluate your situation

Here are some questions to consider:

- Are you being singled out, or does this person treat everyone unprofessionally? (Even if it's not just you, the behavior should be addressed.)
- Did you feel disrespected, intimidated, threatened, humiliated, or excluded?
- Is this repeated behavior, or could it be a one-time misunderstanding?
- On balance, does this person seem reasonable, or is his or her inappropriate behavior a dominant factor in the workplace?

If you feel you're being bullied, you should address the behavior as soon as possible.

Document your experience

If an incident of bullying occurs, be sure to document details such as:

- Dates and times the bullying occurred
- Where it happened
- The behavior that felt intimidating, humiliating, or threatening
- Whether anyone witnessed the bullying

Working it out

Try standing up to a bully using the following steps:

- Tell the person how the behavior negatively impacts you
- Set boundaries – tell the person which behaviors will no longer be tolerated
- Warn the person that you will take further steps if the inappropriate behavior continues

Taking it to the next level

If you feel that you need assistance dealing with bullying, contact your immediate supervisor or your HR department for help.

Provide the following information:

- Description of what is happening in detail any evidence, if possible
- How the situation affects your ability to work
- Your desire to find a constructive way to address the situation

Seeking professional help

Remember, bullying is not your fault. If you are being bullied, contact the Employee Assistance Program (EAP). Help is available at any time.

Creating a Safe Workplace

Maintaining an environment of mutual respect and understanding is a responsibility we all share, and a crucial step in creating an atmosphere where bullying will neither occur nor be tolerated.

Choosing respect

The office is a place where professionalism and good manners are always expected. Let politeness and civility guide you in all you do. Also, follow the Golden Rule and treat others the way you'd like to be treated.

Choosing understanding

Be a compassionate listener and serve as a sounding board for your coworkers. This can create a supportive environment where people feel free to open up and share their concerns.

Choosing collaboration

Build collaborative—rather than competitive—relationships and think of your coworkers as team members. Share best practices and creative solutions, and compliment your team members for doing the same. This will inspire them to continue sharing their original ideas.

Choosing praise

Even when you need to give a constructive evaluation, start with appreciation. This helps people feel valued, while realizing that there's room for improvement. Coworkers tend to work best when they feel respected and appreciated. And, a little bit of inspiration can bring out the best in people, so share it with your coworkers every chance you get.

24 HOURS A DAY
1-800-222-0364
(TTY: 1-888-262-7848)
FOH4You.com

Services are confidential and offered as a **FREE** benefit to you and your family members.