Understanding, Managing, and Preventing Workplace Bullying

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Important! Send questions/comments to ‘All Panelists’
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People who love themselves don’t hurt other people.
The more we hate ourselves, the more we want others to suffer.

- Dan Pearce
Consider for a moment...

A time in your life when you were bullied by someone

• What did they do?
• How did you feel?
• What did you do in response and how did you feel about that?
Overview

1. What is bullying and how does it present in the workplace?
2. Statistics and Background
3. Various Organizational Responses to Bullying
4. An Integrated Solution
1. What Is Bullying

What are the characteristics of people who bully?
In The Workplace…

Bullying is about power.

• 78% of bullies out rank their targets
• 70% of targets who report being bullied either leave or lose their jobs – why?
Bullying in the Workplace

Bullying creates a toxic work environment that is both psychologically unsafe and can lead to mental health issues at work.

• Bullying can take many different forms and can sometimes be difficult to recognize.
Impact of Bullying on the Target

• Mental health issues
• Presenteeism
• Reduced cognitive functioning
• Physical issues and illness
• Increased time off
• Short term disability
• RTW often unsuccessful
• Loss of good employees
Impact of Bullying on the Bully

What happens to the bully if he or she is not held accountable?
Impact of Bullying on the Organization

• **Short and long term disability claims rise**

• **Toxic work environment**

• **Law suits and a negative corporate image**
2. Statistics and Background

Nearly 50% of Canadians report having experienced one or more acts of workplace harassment at least once a week for the last six months.

- University of Windsor’s Odette School of Business

50 per cent of workplace harassment victims suffer mental health-related problems.

- The Canadian Mental Health Association
2. Statistics and Background

In order to cope with harassment and a toxic work environment, employees will take twice as much sick time as others

- The Mental Health Commission of Canada (MHCC)

Even when distressed employees are at work, they may experience “presenteeism”

- Both absenteeism and presenteeism spell significant losses for employers in productivity, disability leave and benefits payouts…
2. Statistics and Background

The cost of employee absence due to bullying and harassment is $19 billion per year

- Statistics Canada

Fifty per cent of all disability claims are attributed to mental health issues

- Organization for Economic Cooperation and Development

In any given week, 500,000 employed Canadians are unable to work due to a mental health problem

- Statistics Canada
3. Organizational Responses to Bullying in the Workplace

I. Targets are told to figure out how to make it work

Suck It Up!
3. Organizational Responses to Bullying in the Workplace

II. Work it out with the bully directly
3. Organizational Responses to Bullying in the Workplace

III. Report the incident(s) to your boss
3. Organizational Responses to Bullying in the Workplace

IV. HR Investigates
3. Organizational Responses to Bullying in the Workplace

V. Organization engages external investigator
A 3-Part Integrated Approach to Prevent and Manage Workplace Bullying and Harassment
Organizational Response to Bullying in the Workplace

1. Educate internal independent team(s) to act as well trained interdisciplinary “First Responders”
   - An Innovative Psychologically and Mentally Safe Approach
   - Bypasses power differentials
   - Creates safe environment
The HEART™ Program

Harassment Education Advisory Response Team™

• Train on how to investigate, advise, educate, manage and prevent workplace bullying and harassment
• Ongoing resources, support and training
2. Assessment and Accountability

- Assess interpersonal skills
- Hold employees accountable
- Treat workplace bullies
- Conduct workplace culture assessment
3. Specialized Training

Facilitators require an understanding of relational psychology along with business and legislative knowledge.
Next Generation Solution

Bullying, Psychological Safety and Mental Health are some of today’s most pressing workplace concerns

- Psychologically and legally sound
- Integrated approach

Together we can do this!
Resources

Preventing and managing harassment, bullying and violence in the workplace

H.E.A.R.T.™ (Harassment Education Advisory Response Team) Program
www.bizlifesolutions.com/biz-product/#HEART

Online specialized training for Leaders and Employees
www.bizlifeinstitute.com

Workplace Strategies for Mental Health-Harassment and Bullying Prevention
www.workplacestrategiesformentalhealth.com

Workplace Mental Health Promotion
www.wmhp.cmhaontario.ca/workplace-mental-health-core-concepts-issues

National Standard

National Standard for Psychological Health and Safety in the Workplace
www.csa.ca/z1003

Assembling the Pieces - An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace
www.csa.ca/z1003
Questions
Next Workplace Webinar

**Date:** March 30, 2016 at 12:00pm to 1:00pm ET

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