

Stuff you should know about WORKPLACE BULLYING

And how to fix it

Did you know?

35%

Of people feel bullied at some point in their working life

CareerBuilder.com

25%

Of workplaces have bullying

OSHA/NIOSH

11%

Of targets are customers

OSHA/NIOSH

4

Is the number of states with a workplace bullying law
Only one actually prohibits it

Research reports on targets of bullying:

- 81% are highly stressed
- 25% think about suicide
- 52% are depressed
- 83% have anxiety
- 52% feel ashamed
- 56% feel less confident
- 52% are afraid
- 54% receive medical treatment
- 55% have taken three or more periods of sick leave in the last year

Source: <http://civilitypartners.com/about/why-civility/>

Bullying Defined

Workplace bullying creates a psychological power imbalance between bully and targets, results in psychological and physical injuries to targets and observers, and costs monetary damage to an organization's bottom line.



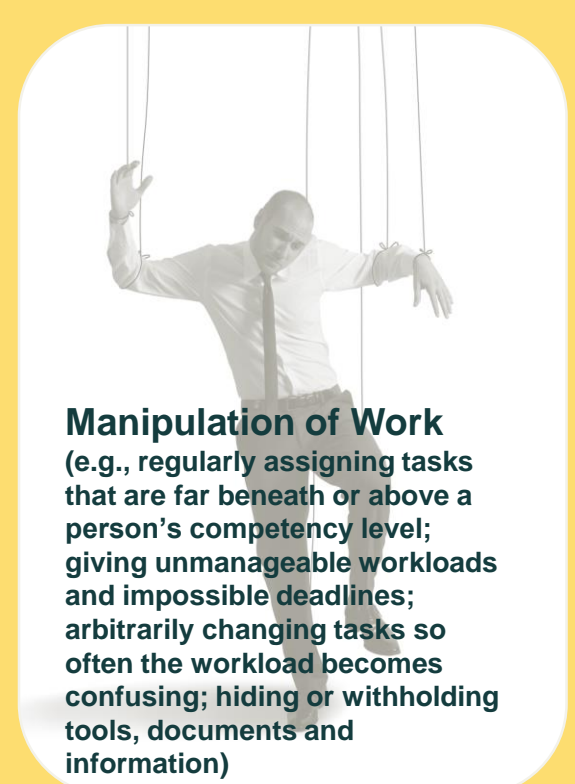
Aggressiveness

(e.g., insults, snide comments, yelling, invasion of personal space, nasty emails)



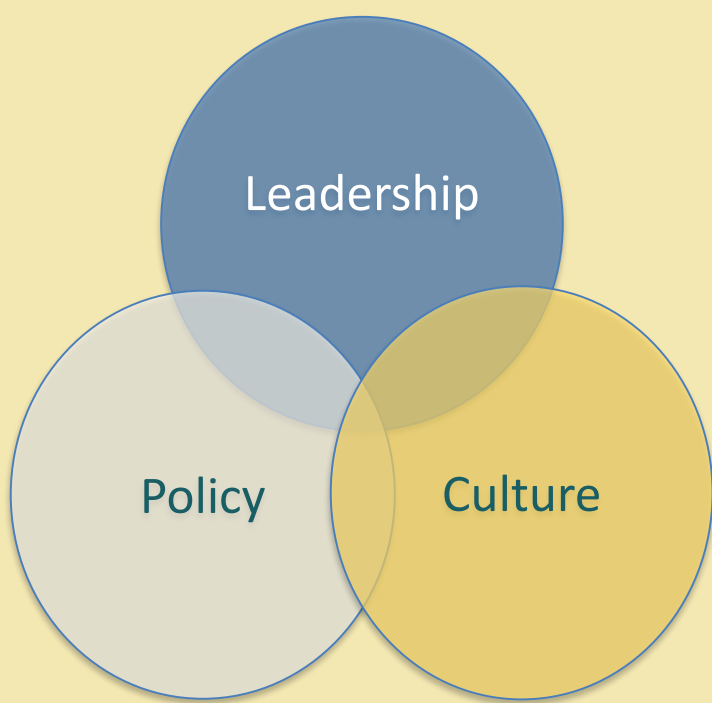
Humiliation

(e.g. teasing, spreading rumors, practical jokes, taunting with social media, publicly pointing out mistakes)



Manipulation of Work

(e.g., regularly assigning tasks that are far beneath or above a person's competency level; giving unmanageable workloads and impossible deadlines; arbitrarily changing tasks so often the workload becomes confusing; hiding or withholding tools, documents and information)



Good News. With Some Work, You Can Fix It

Workplace bullying is insidious. It creeps into your organization like a cancer.

That means systemic, holistic changes are needed to eradicate it forever.

A focus on leadership, policy and culture is required.

\$1.2 million

Is how much an organization of 1,000 people will spend on the damage of one bully, not including litigation

(Rayner and Keashly, 2004)

\$13 billion

Is how much the world spends annually on the damage bullies cause

(Workplace Bullying Project Team at Griffith University)

10 Steps to Replace Bullying with Civility

1. Conduct a prevalence audit
2. Get leadership on board
3. Implement a healthy workplace policy
4. Create a social vision
5. Develop an action plan around values
6. Provide training
7. Use performance management
8. Use 360 degree reviews
9. Take grievances seriously
10. Lather, rinse, repeat

Catherine Mattice, MA, SPHR, SHRM-SCP has been helping workplaces end bullying and replace it with a positive workplace since 2008. She has appeared in *USA Today*, *INC*, *Huffington Post* and other major news venues as an expert. Her clients include a variety of companies, from the third largest energy business in the world down to small businesses. She's the co-author of *BACK OFF! Your Kick-Ass Guide to Ending Bullying at Work*.

Want to know more about workplace bullying and how to stop it?

Contact Us



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