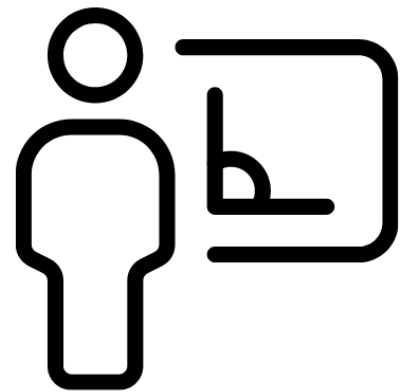


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*No one heals himself by wounding another.*

*St. Ambrose*

## Module Two: What Is Workplace Bullying



Workplace bullying happens a lot more than people actually realize. It doesn't just affect the person being bullied, but can make the entire workplace toxic.

### Definition



According to HeadsUp.org, a website that provides workplace resources for employees, employers, managers and small business owners, the definition of workplace bullying is "repeated and unreasonable behavior directed toward an employee or group of employees, which creates a risk to health and safety." This type of harmful behavior in the workplace often goes unreported, mainly because of its shameful, intimidating effect on the victimized employee. So many of these horrible incidents don't come to light because the employee who is being bullied is working a lower-level position, and they're probably being bullied by someone that does the hiring and firing at that company. However, it's not always a boss or manager who is doing the bullying, and it can very well be a co-worker on the same level and/or pay grade as the person feeling victimized.

<b>Estimated Time</b>	<b>10 minutes</b>
<b>Topic Objective</b>	To define workplace bullying and areas that it covers.
<b>Topic Summary</b>	Understand what workplace bullying is and who perpetrators can be.
<b>Materials Required</b>	<a href="#">Worksheet 1: Define Workplace Bullying</a>
<b>Recommended Activity</b>	Give participants the worksheet and allow them to work individually. Come

	together as a large group, and share some answers.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	None.

## Types of Bullying



Whether verbal or cyber, any form of bullying is detrimental to the one being bullied.

### What is verbal bullying?

With verbal bullying, the bully uses their words and/or writing to be hurtful or mean. This can be done via teasing, calling someone names, unsolicited sexual comments, making threats to harm, or mocking.

The aggressor seeks to achieve dominance over the victim by demeaning or lowering their self-esteem.

### What is cyber bullying?

With cyber bullying, the bully uses sources such as cell phones, computers, and social media to spread false or unkind information about someone else, which can cause humiliation. Emailing and texting are two common forums used to perpetrate this behavior.

<b>Estimated Time</b>	<b>7 minutes</b>
<b>Topic Objective</b>	To discuss two different types of bullying.
<b>Topic Summary</b>	Allows participants to identify different bullying types.
<b>Materials Required</b>	White board and markers
<b>Recommended Activity</b>	Have participants come up with examples of other types of bullying as well as some of their defining behaviors. Write some answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	None.

## Examples



As previously mentioned, workplace bullying can come in many forms. One of these is the prankster, someone who doesn't know the difference between what's mean and what's funny. Another one would be the saboteur. This is a person who tries to take credit for work that you did, or go out of their way to make your job harder than it has to be.

There are critics, also known as haters. These are the folks who, no matter how good a job you do, it's never good enough for them. There are also those bullying employees who simply shut you out. For example, they won't tell you when there's a meeting among employees (where important information may be dispersed), then blame you for not knowing the proper procedure or course of action when the time comes to use that information or training on the job.

There is the boss bully, the person who controls whether or not you keep your job. This type of bully feels that you are required to agree with them about everything they do or say (job-related or otherwise), whether they are morally right or wrong. Boss bullies also may attempt to treat you like a puppet, and try to force you to do tasks that are abnormal or seemingly only for their amusement.

<b>Estimated Time</b>	<b>6 minutes</b>
<b>Topic Objective</b>	To discuss different types of bullies.
<b>Topic Summary</b>	Allows participants to identify different bully types.
<b>Materials Required</b>	White board and markers
<b>Recommended Activity</b>	Have participants come up with examples of other types of bullies as well as some of their defining behaviors. Write some answers on the board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What type of bully do you think can have the worst effect on the workplace?

## Statistics



For over two decades, the Workplace Bullying Institute has provided services for unions, employers, expert witnesses, consulting and employer education. According to their research, almost 20% of Americans have been bullied at work

at some point, and over 60% of employees in the United States are affected by workplace bullying in some way.

The research also indicates that about 65% of the time the person being bullied at work is a woman, and that 70% of the time the person who's doing the bullying is a man.

<b>Estimated Time</b>	<b>6 minutes</b>
<b>Topic Objective</b>	To understand bullying statistics.
<b>Topic Summary</b>	What are some of the statistics when it comes to at-work bullying?
<b>Materials Required</b>	None.
<b>Recommended Activity</b>	Have a discussion on why you think most people who are bullied are women.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What percentage of Americans have experienced workplace bullying in some way?

## Practical Illustration



John is talking to his co-worker, Josh, about their supervisor, Michael. John explains to Josh that Michael is always sending him emails about the new policies he wants to implement, and is asking John's opinion on them.

John agrees that some of the policies would be beneficial, but says others may be harmful to the productivity of the team. When John disagrees, Michael sends back an email stating that John needs to get on board with everything he's doing, or John's job could be in jeopardy.

John doesn't see the connection between agreeing with Michael and keeping his job. He asks Josh his thoughts on the matter. Josh tells John that it sounds like Michael is trying to bully him into taking his side, and suggests that he talk to Michael and/or HR about the matter at once.

John said he never thought of it that way, and agreed that he would talk to Michael, and if things do not change he would set up a meeting with Human Resources.

## Module Two: Review Questions

- 1) According to the “Definition” lesson, what is the definition of workplace bullying?
- a) Repeated and unreasonable behavior directed toward an employee or group of employees, which creates a risk to health and safety
  - b) A persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm
  - c) Verbal, physical, or emotional taunting of a co-worker
  - d) Tactics such as: verbal bullying, physical bullying, relational aggression, cyberbullying, sexual bullying and sexual harassment, and prejudicial bullying

All of these explain workplace bullying perfectly, but answer choice A was mentioned in the lesson

- 2) According to the “Definition” lesson, why don’t these incidents come to light?
- a) Employee is too shy to express what they are going through
  - b) Employee does not know who to report to
  - c) Employee who is being bullied works at a lower-level position
  - d) Employee does not think their problem is important

The employee works at a lower level so they feel they cannot do anything about the problem

- 3) According to the “What is Workplace Bullying” lesson, what can workplace bullying do to the entire workplace?
- a) Employees start feeling excluded
  - b) Make the workplace toxic
  - c) Employers start caring less about their employees
  - d) Nothing happens, the workplace stays the same

The first three answer choices can all occur if workplace bullying stays unnoticed or unsolved. But the workplace becoming toxic was mentioned in the lesson

- 4) According to the “Types and Examples of Workplace Bullying” lesson, what is an example of workplace bullying?
- a) Prankster
  - b) Person who spreads rumors
  - c) Person who makes threats
  - d) An arrogant person

Pranksters normally don’t know the difference between when a prank is funny or mean, this was talked about in the lesson

- 5) According to the “Types and Examples of Workplace Bullying” lesson, critics are also described as \_\_\_\_.
- a) Cynical
  - b) Belittling
  - c) Demanding
  - d) **Haters**

People who are critical in the work place are also called haters, as mentioned in the lesson

- 6) According to the “Types and Examples of Workplace Bullying” lesson, what is the example used for employees who shut you out?
- a) They are direct with you
  - b) They don’t talk to you at all
  - c) **They exclude you from important information**
  - d) They become frustrated with you

People in the workplace can do all of these to shut someone out, but excluding you from information was in the lesson

- 7) According to the “Statistics” lesson, how long has the Workplace Bullying Institute been providing services for workplaces?
- a) 6 decades
  - b) 1 decade
  - c) 3 decades
  - d) **2 decades**

The Workplace bullying Institute has been providing services for unions, employers, expert witnesses, consulting and employer education for 2 decades

- 8) According to the “Statistics” lesson, what percentage of Americans has been bullied in the workplace at some point?
- a) 50 percent
  - b) **20 percent**
  - c) 80 percent
  - d) 10 percent

20 percent of Americans have admitted they have been bullied at least once in the workplace

9) According to the "Statistics" lesson, what percentage of women admits to being bullied in the workplace?

- a) 65 percent
- b) 80 percent
- c) 15 percent
- d) 30 percent

65 percent of all victims of bullying are women

10) According to the "Statistics" lesson, what percent of people doing the bullying are men?

- a) 85 percent
- b) 35 percent
- c) 70 percent
- d) 75 percent

Men make up 70 percent of the reported bullying situations

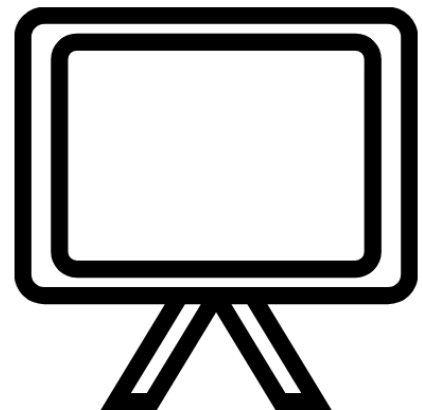


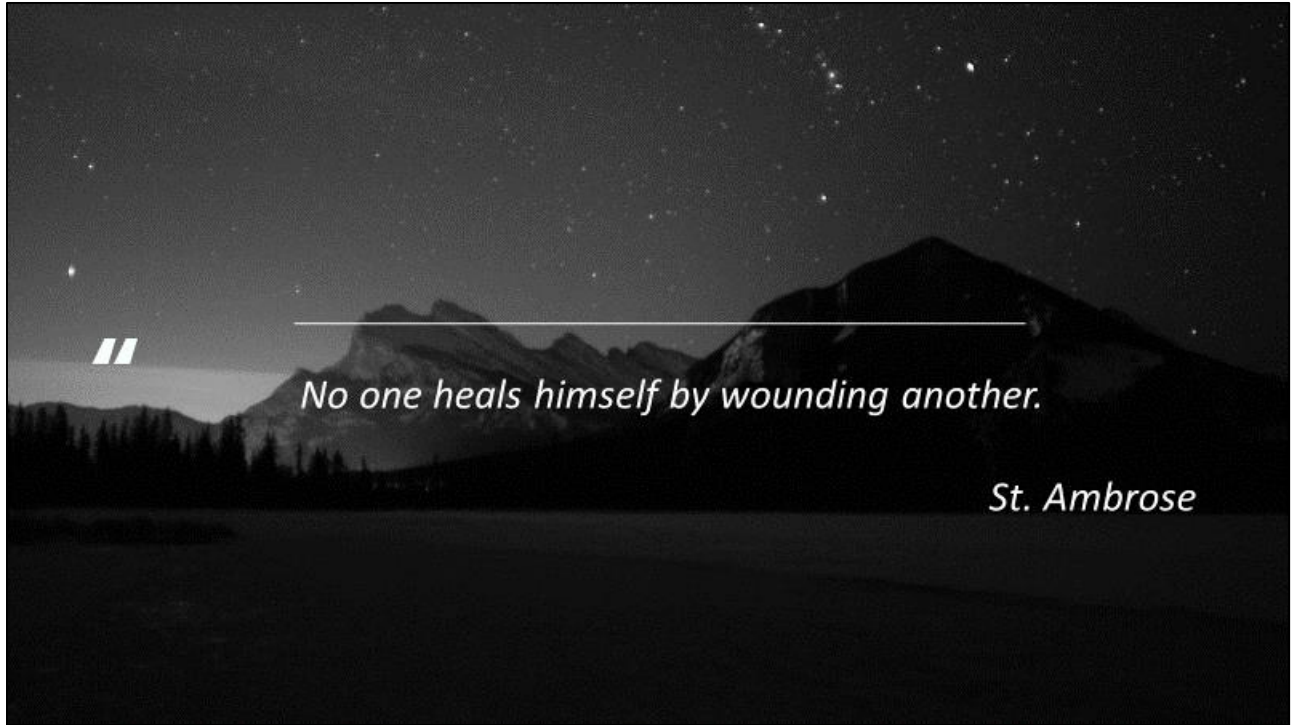
# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





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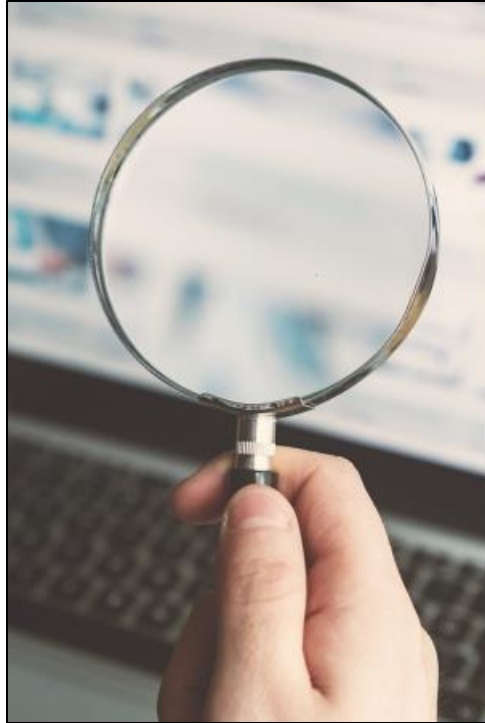
*No one heals himself by wounding another.*

*St. Ambrose*

## MODULE TWO

# What is Workplace Bullying

Workplace bullying happens a lot more than people actually realize. It doesn't just affect the person being bullied, but can make the entire workplace toxic.



## Definition

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This type of harmful behavior in the workplace often goes unreported, mainly because of its shameful, intimidating effect on the victimized employee.

## Types of Bullying

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Whether verbal or cyber, any form of bullying is detrimental to the one being bullied.





## Examples

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Boss bullies also may attempt to treat you like a puppet, and try to force you to do tasks that are abnormal or seemingly only for their amusement.

## Statistics

---

According to their research, almost 20% of Americans have been bullied at work at some point.



## Practical Illustration



- Definition
- Types of Bullying
- Examples
- Statistics

## Module Two: Review Questions

1. According to the “Definition” lesson, what is the definition of workplace bullying?

A. Repeated and unreasonable behavior directed toward an employee or group of employees, which creates a risk to health and safety

B. A persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm

C. Verbal, physical, or emotional taunting of a co-worker

D. Tactics such as: verbal bullying, physical bullying, relational aggression, cyberbullying, sexual bullying and sexual harassment, and prejudicial bullying

# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.





# Workplace Bullying

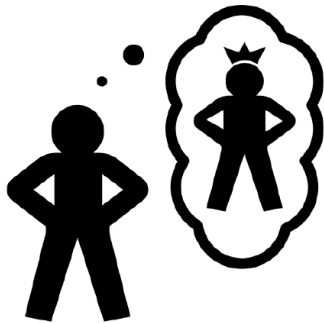
## Quick Reference Sheet



### Lack of Self-Esteem

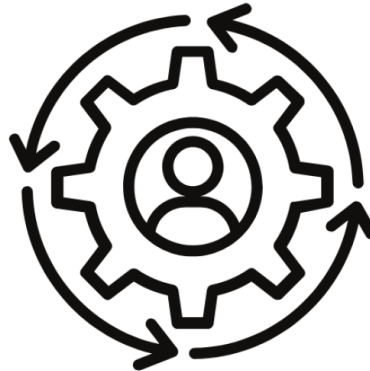
One of the main reasons that a bully bullies is because they are not confident in their own abilities. The way that they choose to respond to this incompetence is by being aggressive or belittling to others. They are sensitive to even the smallest comments, and almost any actions or words directed toward them that may be critical of their work performance they will very likely find offensive. This is one reason why some workplace bullies act out the way they do; because they feel threatened by their coworkers who outperform them.

When it's the boss who's doing the bullying, they may very well feel the same way toward a worker who is doing an excellent job; someone who could potentially replace them in their authoritative position.



### Employee Turnover and Low Morale

Investopedia did a report that highlighted percentages when it came to employee turnover and morale as a result of workplace bullying. In their research, they found that between 25% and 50% of the entire workforce has experienced some type of workplace bullying. Statistics show that 70% of employees who are victims of this end up leaving their employer. In addition to lowering staff morale, the recruiting and training costs to obtain more employees after so many leave because of workplace bullying incidents, are astounding.



## Frequently Updating Policy

Workplace bullying sometimes gets ignored when employees report incidents of it to their higher-level managers and supervisors, because there's no legal requirement for many companies to have an anti-bullying policy. But, when it comes to harassment, there's usually a requirement to have a policy in place. Of course, both of these types of policies are important, and an anti-bullying policy should be updated just as frequently as one for harassment.





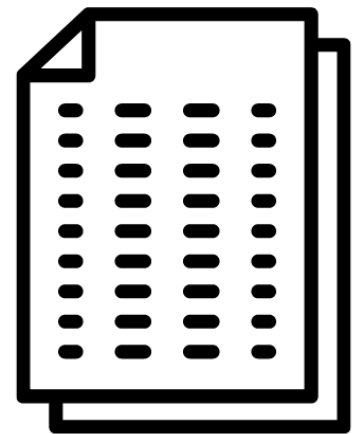
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



**Sample Worksheet 1**

***Define Workplace Bullying***

Using your knowledge of bullying, create a brief definition.

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## **Icebreaker Six: Categories**

### **PURPOSE**

To help participants get to know each other.

### **MATERIALS REQUIRED**

None

### **PREPARATION**

Prepare a list of categories, such as:

- Favorite color
- Favorite season
- Number of siblings
- Astrological sign
- Shoe size
- Favorite subject in school

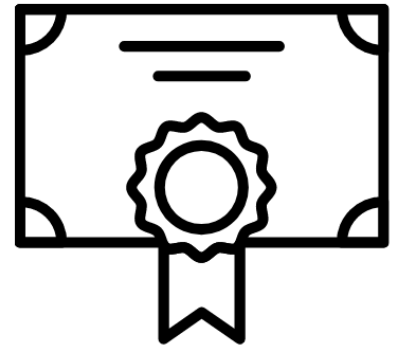
### **ACTIVITY**

Ask participants to stand. Say that you are going to ask them to arrange themselves by different categories. For example, you might say, “What is your favorite color?” Participants will look for other people who share their favorite color and form groups. Once everyone is in a group, ask the groups to identify themselves. Repeat the activity with four or five different categories.

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Workplace Bullying*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_