

# WORKPLACE BULLYING & VIOLENCE

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- ▶ As defined by the Workplace Bullying Institute  
[www.wbi.org](http://www.wbi.org)
- ▶ Is driven by perpetrators' need to control the targeted individual(s).
- ▶ Is initiated by bullies who choose their targets, timing, location, and methods.
- ▶ Is a set of acts of commission (doing things to others) or omission (withholding resources from others)

# WORKPLACE BULLYING

- ▶ Definition (continued)
- ▶ Requires consequences for the targeted individual
- ▶ Escalates to involve others who side with the bully, either voluntarily or through coercion.
- ▶ Undermines legitimate business interests when bullies' personal agendas take precedence over work itself.
- ▶ Is akin to domestic violence at work, where the abuser is on the payroll.

# WORKPLACE BULLYING

- ▶ 20% of US workers have been victims of workplace bullying
- ▶ 61% of the time the Boss is the bully
- ▶ 33% The Co-worker
- ▶ 6% the junior employee
- ▶ Male bullies target females 65% / males 35%
- ▶ Female bullies target females 67% / males 33%

# WORKPLACE BULLYING

- ▶ Forms of Bullying
- ▶ Intimidation
- ▶ Unwanted touching
- ▶ Gossiping / spreading rumors
- ▶ Public criticism +/- or insults
- ▶ Exclusion
- ▶ Yelling or verbal assault

## WORKPLACE BULLYING



- ▶ Bullying is not illegal unless based on color, race, national origin, religion. Sex, age, or disability as established by Civil Rights Act of 1964
- ▶ Workplace bullying is offensive behavior: systemic, repeated and involves mistreatment of another at work

# WORKPLACE BULLYING

- ▶ Get leadership involved
- ▶ Have a workplace civility policy
- ▶ Provide training
- ▶ Teach managers how to respond
- ▶ Ensure employees know how to report their concerns

## NEGATING WORKPLACE BULLYING



- ▶ Establish investigation techniques
- ▶ Provide protection for the claimant
- ▶ Offer acceptable solutions
- ▶ Make consequences clear

## NEGATING WORKPLACE BULLYING -2-

- ▶ The National Institute of Occupational Safety and Health (NIOSH) defines workplace violence as “violent acts (including physical assaults and threats of assaults) directed towards persons at work or on duty.”
- ▶ It is important to remember that workplace violence doesn't have to result in an injury or an act of assault — even the threat of assault is considered violence.

## WORKPLACE VIOLENCE

## THE 4 TYPES OF WORKPLACE VIOLENCE (Source: NIOSH)

- ▶ **TYPE 1** : Violence committed during a crime. (Ex: An employee is assaulted during a robbery, and he or she fights back.)
- ▶ **TYPE 2** : Violence committed by customers. (Ex: A client assaults an employee during a meeting.)
- ▶ **TYPE 3** : Violence committed by a fellow employee. (Ex: An employee attacks a colleague.)
- ▶ **TYPE 4** : Violence committed by people with whom employees have relationships outside the workplace. (Ex: One employee's family member assaults another employee.)

# WORKPLACE VIOLENCE

- ▶ Violence is 3<sup>rd</sup> leading cause of fatal occupational injuries.
- ▶ In 2017 807 workers died on job (Source DOL BLS)
- ▶ 2017 BLS stats report 39,750 non fatal occupation injuries (16,950 instances of Beating, hitting, kicking or shoving; 130 stabbings; 70 shootings; 40 strangulations; and 40 rapes

## WORKPLACE VIOLENCE

- ▶ An employee does not just snap; many signals along the way
- ▶ Managers and coworkers may notice characteristics of potentially violent behavior in an employee
- ▶ Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

## WORKPLACE VIOLENCE KEY INDICATORS

- ▶ • Increased use of alcohol and/or illegal drugs
- ▶ • Unexplained increase in absenteeism; vague physical complaints
- ▶ • Noticeable decrease in attention to appearance and hygiene
- ▶ • Depression / withdrawal

## KEY INDICATORS -2-

- ▶ • Resistance and overreaction to changes in policy and procedures
- ▶ • Repeated violations of company policies
- ▶ • Increased severe mood swings
- ▶ • Noticeably unstable, emotional responses
- ▶ • Explosive outbursts of anger or rage without provocation

## KEY INDICATORS -3-

- ▶ • Suicidal; comments about “putting things in order”
- ▶ • Behavior which is suspect of paranoia, (“everybody is against me”)
- ▶ • Increasingly talks of problems at home

## KEY INDICATORS -4-



- ▶ • Escalation of domestic problems into the workplace; talk of severe financial problems
- ▶ • Talk of previous incidents of violence
- ▶ • Empathy with individuals committing violence
- ▶ • Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

## KEY INDICATORS -5-

- ▶ Keep yourself safe
- ▶ Keep your distance
- ▶ Do not take a defensive or aggressive stance
- ▶ Active shooter: Run, Hide Fight

# RESPONDING TO WORKPLACE VIOLENCE

WHAT ARE YOU GOING TO DO?