



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Understanding, Managing, and Preventing Workplace Bullying

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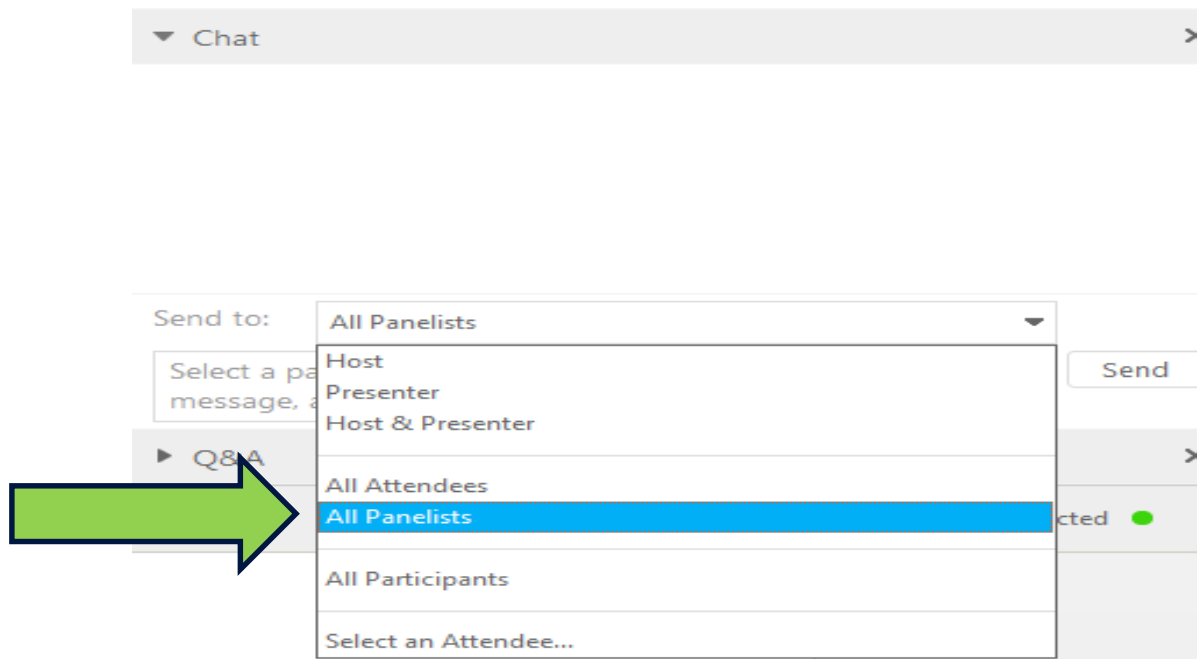
February 24, 2016, 12:00 - 1:00 p.m. ET



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Important! Send questions/comments to 'All Panelists'



Understanding, Managing and Preventing Workplace Bullying



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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

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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?



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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

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1. What Is Bullying

What are the characteristics of people who bully?

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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?



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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

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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



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Impact of Bullying on the Bully

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What happens to the bully if he or she is not held accountable?

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Impact of Bullying on the Organization

- Short and long term disability claims rise
- Toxic work environment
- Law suits and a negative corporate image



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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

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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...

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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

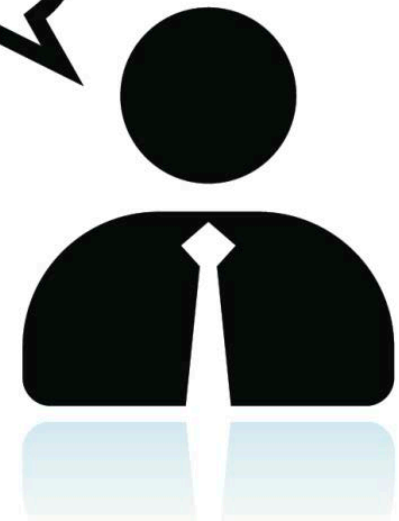
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3. Organizational Responses to Bullying in the Workplace

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

Suck
It Up!



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3. Organizational Responses to Bullying in the Workplace

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II. Work it out with the bully directly



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3. Organizational Responses to Bullying in the Workplace

III. Report the incident(s)
to your boss



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3. Organizational Responses to Bullying in the Workplace

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IV. HR Investigates



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3. Organizational Responses to Bullying in the Workplace

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V. Organization engages external investigator



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A 3-Part Integrated Approach to Prevent and Manage Workplace Bullying and Harassment

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Organizational Response to Bullying in the Workplace

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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

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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



HEART™

Harassment Education Advisory Response Team

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2. Assessment and Accountability

- Assess interpersonal skills
- Hold employees accountable
- Treat workplace bullies
- Conduct workplace culture assessment

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3. Specialized Training

Facilitators require an understanding of relational psychology along with business and legislative knowledge

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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!

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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



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Questions



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Next Workplace Webinar

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

To watch our past webinars, visit our website at:
www.mentalhealthcommission.ca/English/workinar



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How did we do?

Please fill out the survey
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Thank you

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