

bullying and harassment in the workplace



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overview

- bullying vs banter
- bullying, harassment and the law
- what the employee should do
- your role as a manager
- workplace culture
- promoting wellbeing
- emotional intelligence and psychometrics
- unconscious bias



why are we talking about this...

because

- 23% of the British workforce has been bullied at work*
- 40% of employees who had experienced bullying and harassment at work said their line manager was responsible for the bullying**
- 29% said a colleague within their team was responsible
- 18% said colleagues elsewhere in the organisation
- 5% who said a customer or client was responsible for bullying**

*based on a survey of 2000 UK based employees undertaken in 2019

** Chartered Institute of Personnel & Development (CIPD) report published in January 2020

bullying versus banter

Friendly banter

- There's no intention to hurt and everyone knows the limits

Ignorant banter

- 'crosses the line' with no intent to hurt. Will often say sorry

Malicious banter

- Done to humiliate a person - often in public

it's not friendly banter ... if

- only one person is involved in the joke
- the remark or action has the effect of embarrassing, insulting or shaming
- it is about someone's gender, sexuality, disability or any other type of discrimination
- it is an unwanted sexual comment or advance
- it is unwanted by the recipient

sexual harassment

some observations from Jim Pearson, Managing Partner of Abel & Imray...

<https://ipinclusive.org.uk/newsandfeatures/ustoo-how-we-can-all-help-to-promote-dignity-at-work/>

what employees should do?

- try to sort the problem themselves
- if unsuccessful, talk to their manager, HR or trade union rep
- if unsuccessful, raise a complaint through the grievance procedure
- if unsuccessful, they can then appeal
- if this approach doesn't work they can raise a claim with an Employment Tribunal

the role of the line manager



managing conflict



how do you feel at work?

- valued
- anxious
- worried
- inadequate
- fearful
- cheerful
- optimistic
- proud

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<https://www.mentimeter.com/s/d8fb766e3cc93a7bc0f002532994f9ff/8de0266daf8b>

promoting wellbeing

- work-life balance (home and flexible working)
- time for relaxation (meditation, yoga)
- taking regular breaks (holidays, lunch, tea)
- exercise programmes (team sports, gym membership)
- healthier work environments (fruit, ergonomic desks, light, air)
- private healthcare, employee assistance programmes
- personal and career development



emotional intelligence and psychometrics



unconscious bias



your assessment – menti.com **85 46 53**

- have the appropriate policies and procedures in place
- encourage discussion and openness on these topics
- provide training and coaching on how to handle these situations
- be personal accountable for our own behaviour (and not feel obliged to follow the inappropriate behaviour of others)
- have the support of the organisation and the confidence to speak out when we see people behaving in a manner which is unwelcome and inappropriate
- ask for help if we are in a situation which feels onerous and uncomfortable

<https://www.mentimeter.com/s/d8fb766e3cc93a7bc0f002532994f9ff/adbea8c8be57>

how we can help

- in-house or zoom training on:
 - courageous conversations
 - emotional intelligence
 - psychometrics and team building
 - unconscious bias
 - line management training
- workplace coaching and mediation
- employee engagement and culture surveys
- Mental Health First Aider training with Mental Health 4 England
- dealing with disciplinaries/grievances or appeal processes





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