

# Workplace Bullying

*June 2012 by Clarion Staff. Published at [psc-cuny.org](http://psc-cuny.org)*

*Adapted from a resource paper from  
New York Committee for Occupational Safety & Health*

# What Is Workplace Bullying?

Workplace bullying is *repeated*, unreasonable actions aimed at intimidating, humiliating, degrading or undermining an employee or group of employees. Bullying may create a risk to employee health and safety.

# Workplace Bullying Involves

Workplace bullying often involves abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual's right to dignity at work.

# Bullying vs Aggression

Bullying is different from aggression, which may involve only a single act. Bullying involves repeated attacks, creating an *ongoing pattern* of abusive behavior.

# Not Bullying

Bosses who are tough or demanding or who set high standards are not necessarily bullies, so long as they are respectful and fair and their expectations are reasonable.

# Examples of Workplace Bullying

- use of abusive, insulting or offensive language
- excluding, isolating or marginalizing an employee
- constant and unwarranted criticism, without factual justification

# Examples of Workplace Bullying

- frightening or intimidating behavior
- tampering with someone else's work, work equipment, or personal belongings
- deliberately withholding information or resources necessary for effective work performance

# Examples of Workplace Bullying

- excessive monitoring or micromanaging
- being targeted for impossible assignments or deadlines



# Physical & Mental Health Issues That Can Result

- Anxiety
- sleep deprivation
- gastrointestinal disorders
- musculoskeletal disorders
- hypertension
- increased risk of cardiovascular illness
- reduced self-esteem

# What Employees Can Do? Regain Control!

- Recognize that you are being bullied.
- Realize that you are not the source of the problem.
- Understand that bullying is about control and not about your performance.

# What Employees Can Do? Take Action!

- Speak directly to the bully. Calmly state that his/her behavior is unacceptable and must stop. Ask that any discussions be constructive and professional.
- Avoid being alone with the bully.

# What Employees Can Do? Take Action!

- Create a paper or digital train of evidence. Document incidents and witnesses. Save harassing e-mails or memos.
- Seek support from trusted colleagues.
- Create a log or keep a journal
  - Include date time, location, who is bully, who was present, state objectively the disrespectful behaviors or acts, how you felt, meetings for help

# What Employees Can Do? Take Action!

- Consult with a grievance counselor at the PSC Central Office about what options may be available to you.
- Work for the enactment of legislation against workplace bullying.
- Contract demand for bullying language.



**Embracing Change and Moving Forward**

# Bullying



# Universal Declaration of Human Rights

## Article 1.

All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.





# Dignity at Work Policy. Key Aims:

- To provide awareness regarding the steps which individuals may take if they believe that they have been bullied, harassed, victimized, or violated.
- Achieve a work environment where dignity and respect are to the forefront of our values
- Create an environment where bullying, harassment, sexual harassment, discrimination, workplace violence, and victimization are not tolerated in any form.
- Ensure that each individual is aware of his/her responsibility to behave in a way that reflects a culture of dignity and respect.

# Dignity at Work Policy

The PSC/CUNY CLT Chapter is committed to protecting dignity and respect across the University. This policy aims to promote respect, dignity, safety, and equality in the workplace. Every member of CUNY should be aware that all forms of discrimination, bullying, harassment, victimization, and violence are unacceptable and every member of CUNY has a duty to behave in an acceptable and respectful manner. All members are expected to treat each other with dignity, courtesy and respect at all times. We are fully committed to sustaining a positive and mutually supportive working environment free from harassment, discrimination, bullying, violence, and victimization where members can work together collaboratively and productively together, and where all members are equally valued and respected.

*–Adopted October 1, 2018*

# Skills and Tools to Handle Bullying

	LEVEL OF BULLYING		
Skills and Tools to Handle Bullying	Minor	Moderate	Severe
Acknowledge the bullying.	X	X	X
Bully-proof yourself.	X	X	X
Protect yourself.	X	X	X
Manage your stress level.	X	X	X
Build your self-esteem.	X	X	X
Empower yourself.	X	X	X
Enlist support.		X	X
Assert yourself with the bully.		X	X
Decide whether to get help in your organization.			X
Decide whether to go or stay.			X

# Confronting the Bully is HARD

- **Honest.** Always be honest. Candid. Just be yourself.
- **Agreeable.** Agree where you can to demonstrate that you want to cooperatively resolve the problem. Never defend yourself. Don't argue.
- **Respectful.** Always treat yourself and the other person with respect.
- **Direct.** Be direct. Speak simply. Clearly state what you want.

# How to Talk to the Bully:

- Start with a classy statement to show your good will.
- Add a classy statement in question form. (*the invitation*)
- ***I notice when...*** (*behavioral facts as you see them*)
- ***I feel / think...*** (*how it impacted you personally*)
- ***I appreciate...*** (*acknowledge their position*)
- ***However, in the future I would like:*** (*a request*)
- ***Would you be willing to do this? Yes or No?*** (*stay here until you receive an answer*)

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For more information or ways to get involved in workplace bullying prevention and raising awareness.