

Strategies for Managing, Surviving & Turning Around Workplace Bullies

You'll like this course if:

- You face one or more bullies in the workplace;
- Your job requires you to manage bullies;
- You're a target and don't want to be.

Agenda

- Bullying defined
- The dynamics of confrontation
- Your first strategy/skill: pulling yourself out of reaction
- 7 bully types
- Changing how you respond & preventing bullies from creating an outpost in your mind
- Handling yourself “under fire” & changing the energy dynamic
- Bully dynamics, bully truths & traps to avoid
- Committing to handling yourself, the situation & the bully
- Turning the tables on the bully & handling Bullyspeak
- What HR and leaders can do

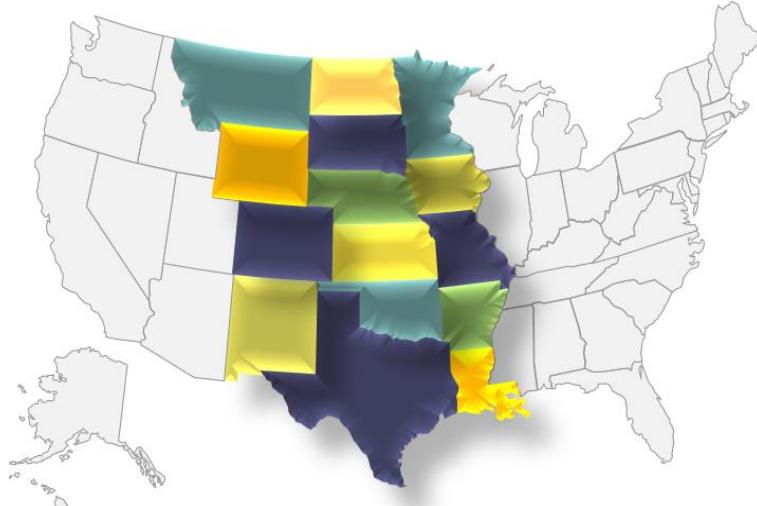
Dynamic, funny and entertaining, Dr. Lynne Curry, SPHR, President of The Growth Company, Inc., a management consulting and personnel training firm, has more than 36 years' experience in training, consulting and speaking. Curry has provided over 35,000 training and consulting sessions.

In 1982 and 2000, she was awarded Trainer of the Year by the American Society of Training & Development, Anchorage chapter.

A successful syndicated columnist, Dr. Curry is published weekly in the Alaska Dispatch News, womenworking.com & sheknows.com. Her articles are reposted weekly by more than 100 media outlets including Yahoo! News. As a management writer, Dr. Curry has authored four books, Beating the Workplace Bully, AMACOM, Solutions, Managing Equally and Legally and Won By One. Curry founded www.bullywhisperer.com™, www.workplacecoachblog.com and www.thegrowthcompany.com.

Prevalence

Epidemic; 3 to 4 of every 10



2014 US Workplace Bullying Survey

- 37+ Million US workers face “abusive conduct” at work
- 28+ Million witness bullying

📍 **65+ Million = the combined population of 15 US states**

Bullying defined



PSYCHOLOGICAL VIOLENCE

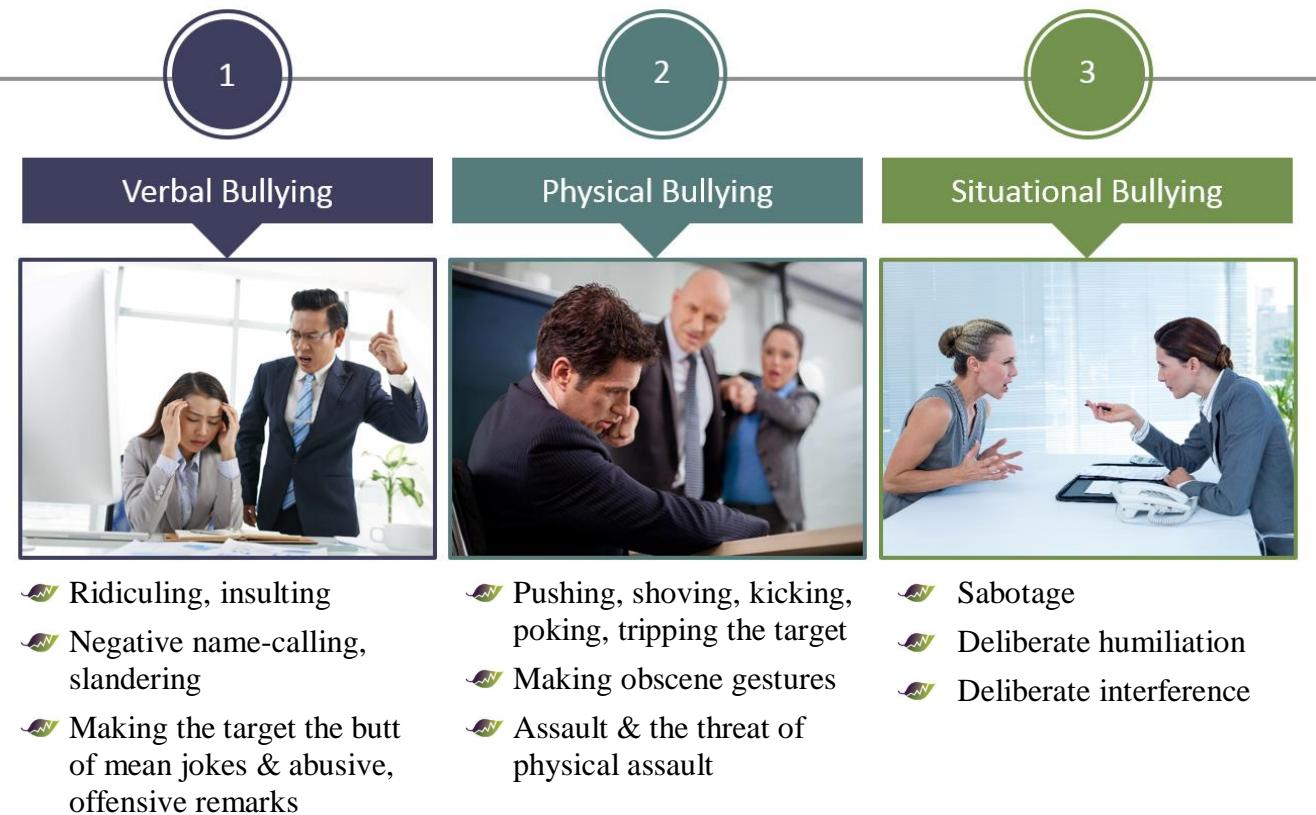
AGGRESSIVE MANIPULATION

REPEATED, INTENTIONAL HUMILIATION OR INTIMIDATION

SOME INDIVIDUALS BULLY OCCASIONALLY, BUT ≠ BULLY

PATTERN OF BEHAVIOR, REPEATED, INTENTIONAL

Forms



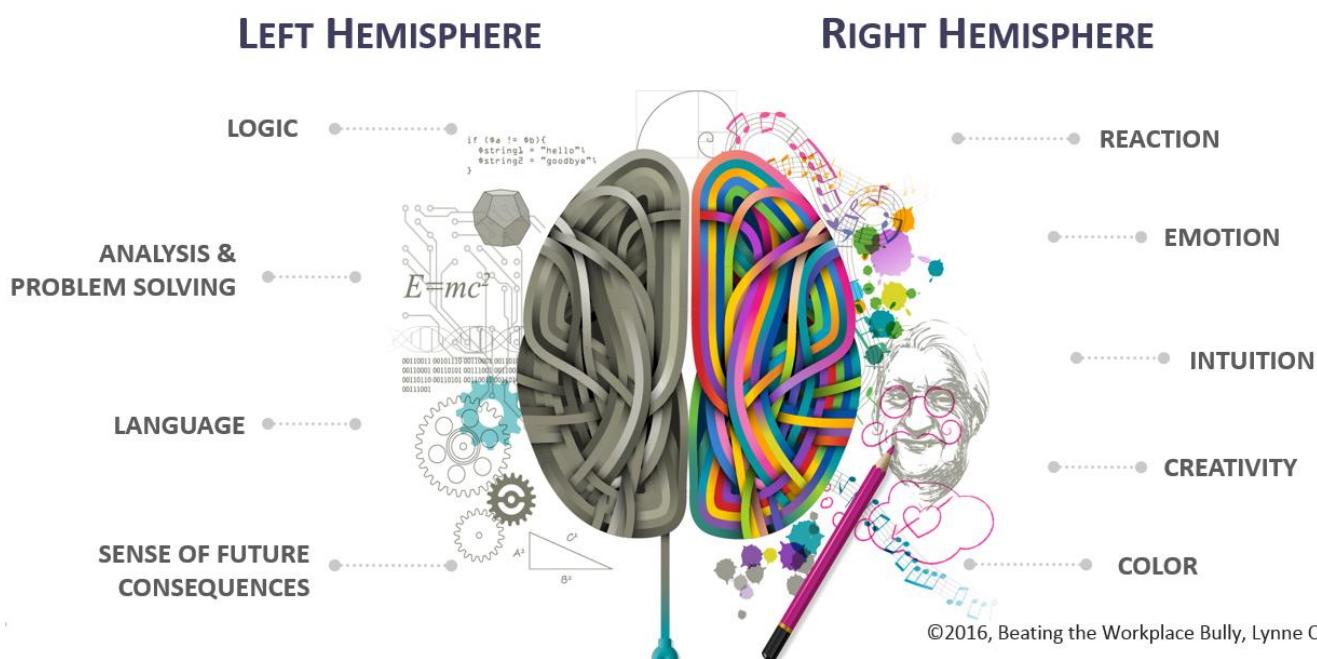
WHAT HAPPENS IN BULLYING: The dynamics of confrontation



Alternative to Reaction



Dynamics of Confrontation



Coastline Breathing



7 Bully Types



-  **ANGRY, AGGRESSIVE JERK**
-  **SCORCHED EARTH**
-  **SILENT GRENADE**
-  **SHAPE-SHIFTER**
-  **NARCISSIST**
-  **WOUNDED RHINO**
-  **CHARACTER ASSASSIN**

How you came to be Bullied

- Bad luck
- Ignored warning signs
- You have something the bully wants
- You signal you're an easy target
- You put up with bad treatment
- You give away your power

What's your part?

- ✓ Wrong place @ the wrong time?
- ✓ Ignored warning signs & stayed in a situation
- ✓ You have something the bully wants
- ✓ The bully considers you a threat
- ✓ Bully thinks you lack allies
- ✓ The bully underestimates you or your ability to stand up for yourself
 - *Have you signaled you're an easy target?*
 - *Given away your power?*



Changing How You Respond...the “No Outpost”

- ✓ It starts in you
- ✓ It gets easier
- ✓ Outpost in your mind

- ✓ Control you @ a deep level: attack your own sense of self
- ✓ Bullies feed off your reaction

✓ Mental Kevlar

✓ Intuitive	✓ Perceptive	✓ Good-hearted
✓ Open-minded	✓ Fun-loving	✓ Creative
✓ Resourceful	✓ Honest	✓ Caring
✓ Generous	✓ Kind	✓ Loyal
✓ Compassionate	✓ Responsible	✓ Funny
✓ Genuine	✓ Enthusiastic	✓ Fair
✓ Natural	✓ Imaginative	✓ Understanding

✓ Choosing whether you'll take on the bully

- ✓ It's your choice
- ✓ Assess
 - What's going on?
 - Is this how you want to be treated?
 - Is this situation or bully worth taking on?
 - If so, how?

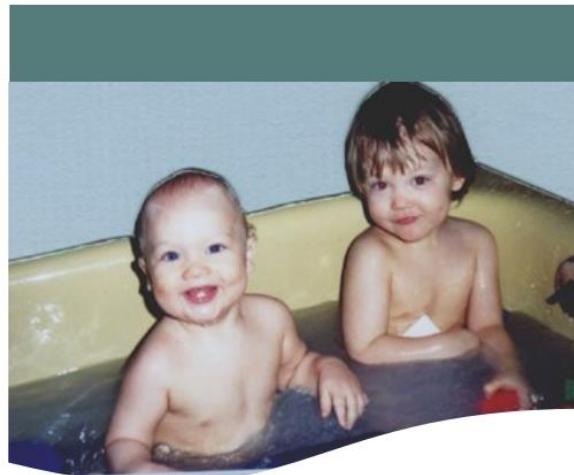
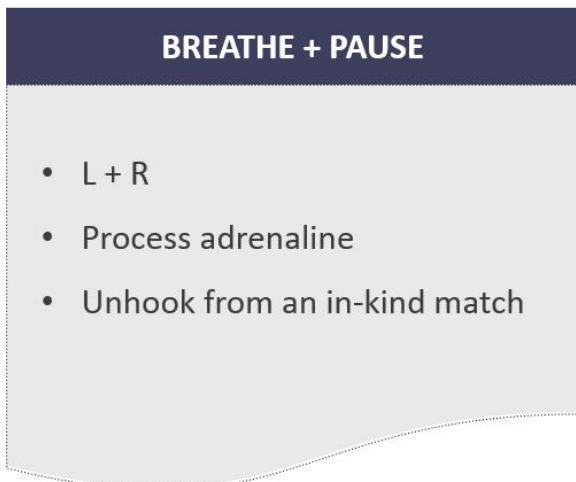
✓ No self-judging

✓ Dig deep & step into your power

✓ Confronting mental manipulation

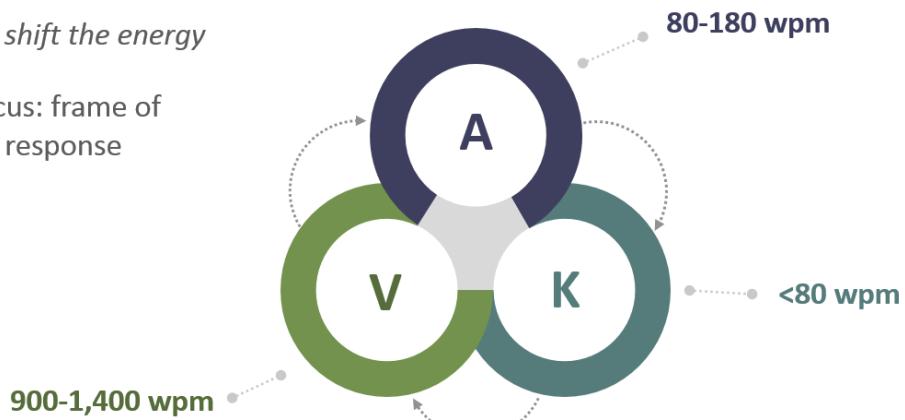
- ✓ “You’re too sensitive”
- ✓ Mental rehearsal
- ✓ Uproot old habits with new actions

Changing the Energy Dynamic



Ground yourself and shift the energy

- Alternate focus: frame of reference or response



BULLY DYNAMICS

A bully is the center of his/her own universe.

- No internal brakes
- Knows how to push emotional hot buttons

Does a bully care about the other person?

- To the extent the other can help him / her succeed
- As an extension of him / her

Does a bully feel bad about hurting and exploiting others?

- No
- As the center of his/her own universe, s/he is very good at rationalizing

Dealing with a bully assumption:

- Assumption
 - Others will help
- Reality
 - Others will run for cover
 - It's not their fight



BULLY TRAPS TO AVOID

Bullies hope you'll make mistakes because mistakes give them the upper hand

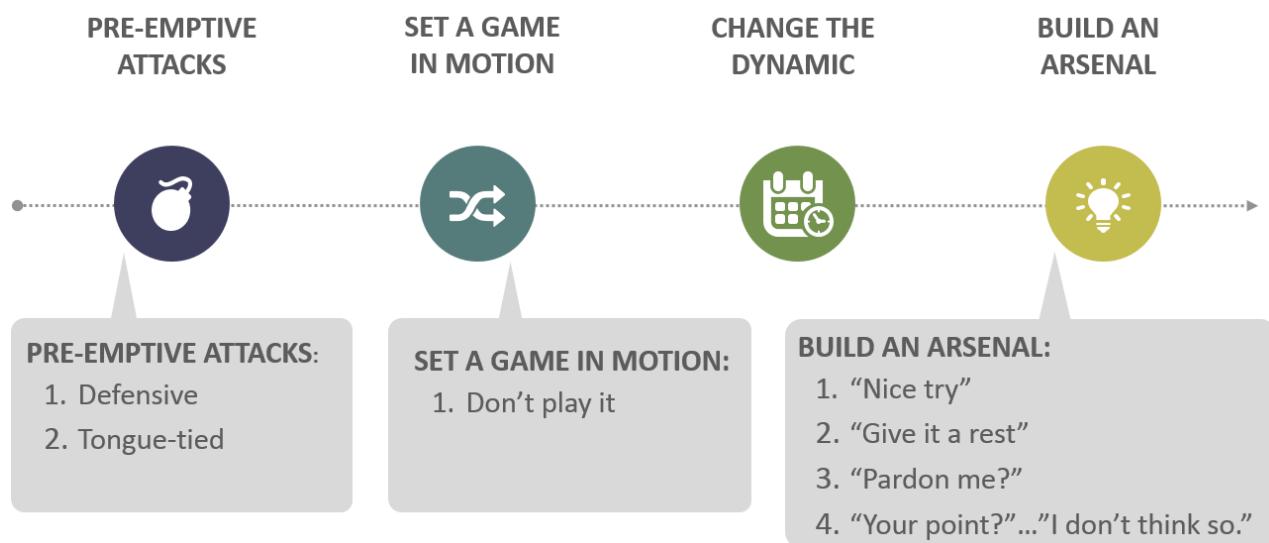
- 〰 Denial
- 〰 Giving bullies an outpost in your mind
- 〰 Expecting the bully to change
- 〰 Stooping to the bully's level
- 〰 Pleading, giving in/appeasing
- 〰 Chasing trumped up issues
- 〰 Letting the bully isolate you



COMMIT TO HANDLING YOURSELF, THE SITUATION & THE BULLY

- ✓ It starts with you
- ✓ **Ground** yourself
- ✓ Even if emotional, act **at ease**
- ✓ Smile and posture: **signals** to the other person **and** to you
- ✓ Assess
- ✓ Do not just react or respond, **change the dynamic**
 - ✓ Questioning
 - Avoids being cornered or put on the spot
 - Controls
 - Moves forward...ask a question in the direction you want someone to think
 - ✓ ~~Why~~ ~~Did~~

Turning the Tables on the Bully



Handling BullySpeak

Bullyspeak: Abuse, snide comments, insults

Handle It

- ✓ Memorized statements that neutralize
- ✓ Exit (if allowed)
- ✓ Document
- ✓ Detox

Bullyspeak: Blame/shame; berate; ridicule; project their shortcomings



Defensive

Handle It

- ✓ Reality
- ✓ Declare
- ✓ Don't

Bullyspeak: Public humiliation in front of an audience



Watching eyes make it harder for you

Handle It

- ✓ Don't react
- ✓ Turn the crowd

Bullyspeak: Mind games



Play on your natural expectation

Handle It

- ✓ Pull back the Wizard of Oz curtain

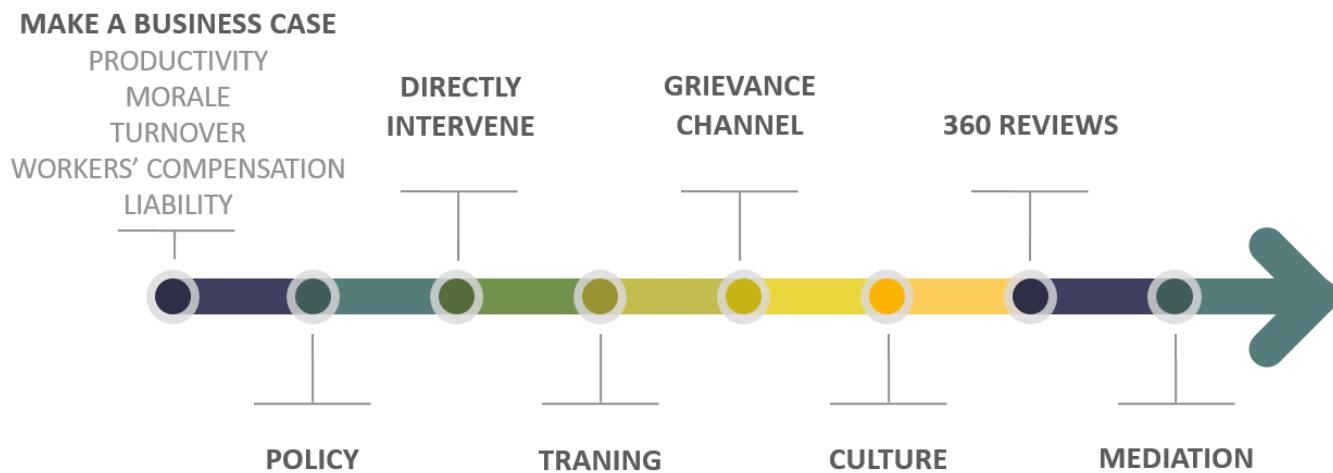
Bullyspeak: Making unreasonable demands & exploiting

Handle It

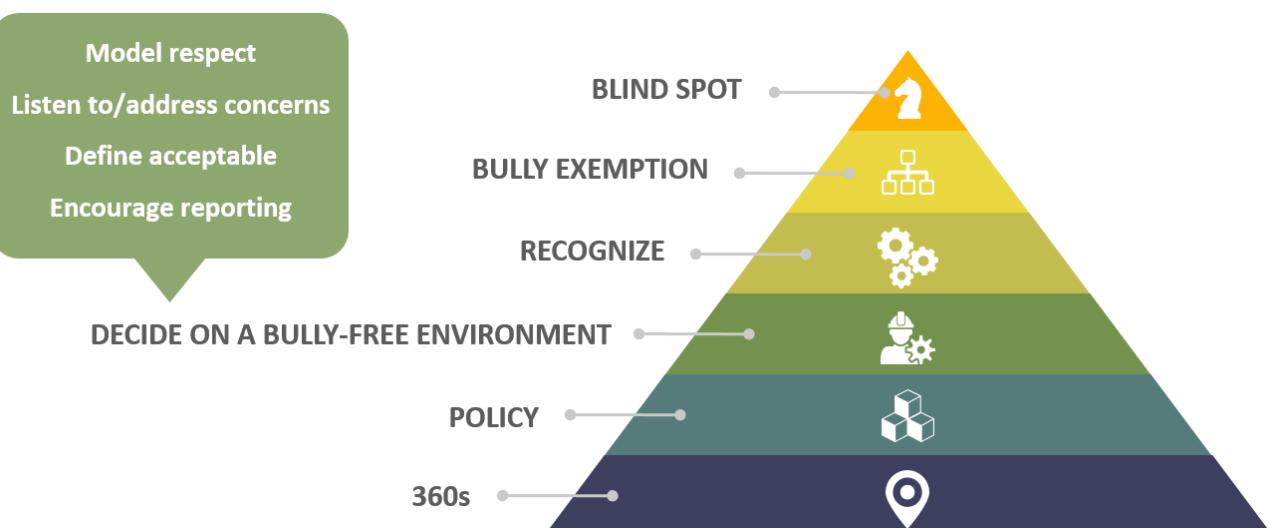
- ✓ Boundaries

What HR & Leaders Can Do

HR



Leaders



Economy

Strategies for surviving a bully boss



LYNNE CURRY
THE WORKPLACE

Brad instilled dread in his employees. New employees quickly learned the whispered "storm ahead" warning from a co-worker meant, "Stay out of Brad's way — he's in a mood."

Like many bully bosses, Brad didn't blow up every day — and this made his outbursts more difficult for some employees. They'd get used to the calm Brad and relax. Then, something would anger Brad and employees would watch in horror as Brad's jaw tightened and his eyes darkened, signaling an impending eruption.

"You get used to it," Brad's longer-term employees told new hires. "It's sort of like living in a prison camp. The work is great; just don't get on the warden's radar and you'll do fine." Few employees lasted more than a year.

A bully boss turns a job into a nightmare.

Bully bosses dominate and devalue their staff. Their idea of give and take is they take, you give. Bully bosses chip away at their employees' self-esteem and job satisfaction with belittling comments

Don't go toe-to-toe

You won't win fighting a bully boss. Not only does the bully boss hold the power, but he has years of experience fighting dirty. Instead, stand up to him without engaging in open or passive warfare.

How? Bully bosses win when they destroy your sense of self. Don't swallow his humiliating words. Instead, do your job to the best of your ability, and see your boss for who and what he is, without letting his garbage become your garbage. If you operate with dignity, you keep your self-respect intact.

How do they survive? If they own their own businesses, they find and hire employees who really need a job. If they work in larger organizations, they kiss up and kick down, benefiting from the bully exemption. "Say what you will," senior executives

say. "Brad really gets results."

If you're unlucky enough to work for a bully boss and haven't yet found a better job, try these short-term survival strategies.

what you're learning about yourself, your inner strength and resilience, from holding your own despite your boss's actions.

Work strategically

Bully bosses appreciate those who enhance their reputation and help them realize their ambitions. If you help your bully boss achieve his goals, he'll generally leave you alone.

Bullies are also guided by their risk/reward radar. They pick on the weakest members of their team first. Don't be prey.

Don't expect loyalty

Even if he temporarily treats you well, a bully's positive regard can evaporate in a nanosecond. Then, he'll turn on you no matter how much you've done.

Know your legal rights
While bully bosses may rule their organizations, they don't rule the world. If your bully boss discriminates against you illegally and you're a member of a statutorily protected group due to your age, sex, race or other

Use the bully boss's interest in his favorite person — himself

Bully bosses generally have an inflated view of themselves, their leadership qualities, and how much their employees admire them — and they like having those views confirmed. If you work for a bully boss, consider what you appreciate about him and let him know.

Take in the best you can from the experience
Despite their bad behavior, many bully bosses possess solid skills. Learn what you can from your boss. Also, realize

Lynne Curry writes a weekly column on workplace issues. She is author of "Solutions" and "Beating the Workplace Bully" (from which this week's column was adapted) and owner of the management/HR consulting/training firm The Growth Company Inc. Send your questions to her at lynne@thegrowthcompany.com. Follow her on Twitter @lynnecurry10, at www.workplacecoachblog.com or at her new site www.bullywithspex.com.

category protected from discrimination, seek help from the Alaska State Commission for Human Rights or Anchorage Equal Rights Commission. If your bully boss lashes out at you because you've engaged in a protected activity, such as protecting your right to work in a safe workplace, document the situation and bring it to the attention of the relevant regulatory body.

And finally, get a new job.

