

Beating the Workplace Bully: A Tactical Guide to Taking Charge

Presente



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Workplace bullying: the treatment of an illness

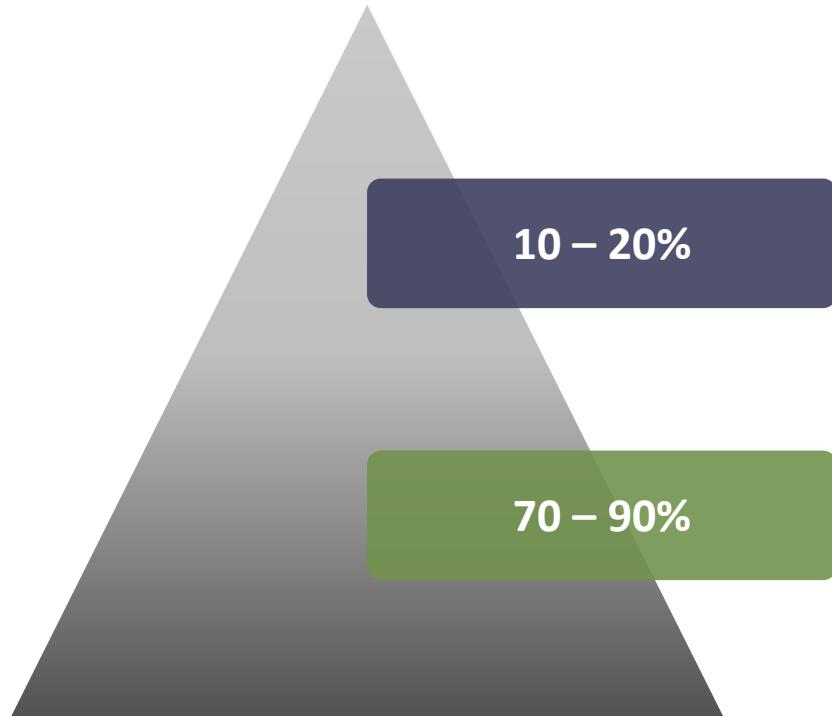
Bully 2016 Webinar

STRATEGIES FOR MANAGING, SURVIVING, & TURNING AROUND WORKPLACE BULLIES



Expect the
unexpected

Session Expectations



This is YOUR session



Fast & Packed



Questions Welcome

Our Agenda

Bullying defined

The dynamics of confrontation

Your 1st strategy/skill: pulling yourself out of reaction

7 bully types

Preventing bullies from creating an outpost in your mind

Our Agenda

Handling yourself “under fire” & changing the energy dynamic

Bully dynamics, truths, and traps to avoid

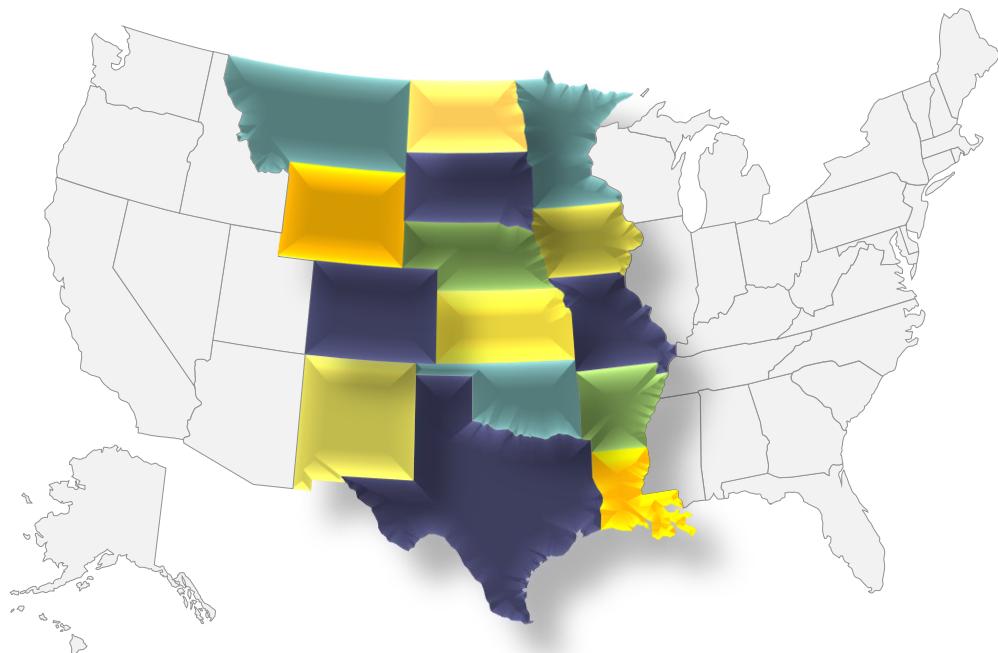
Commit to handling yourself, the situation, and the bully

Turning the tables on the bully & handling Bullyspeak

What HR and leaders can do

Prevalence

EPIDEMIC



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 \neq BULLY

PATTERN OF BEHAVIOR, REPEATED, INTENTIONAL

Forms

1

Verbal Bullying

2

Physical Bullying

3

Situational Bullying



Verbal Bullying



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Physical Bullying



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Situational Bullying

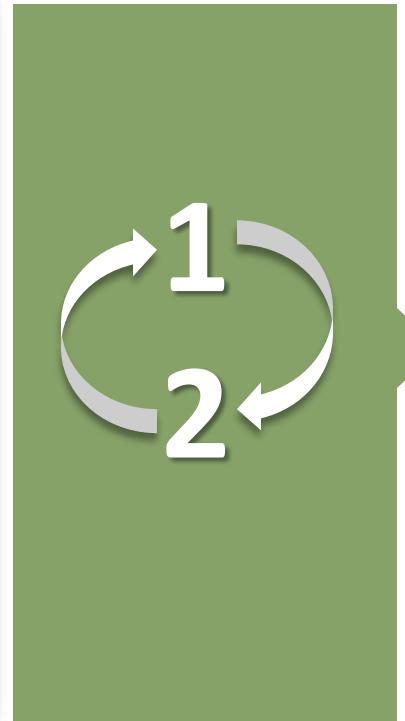


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The Dynamics of Confrontation



Alternative to Reaction



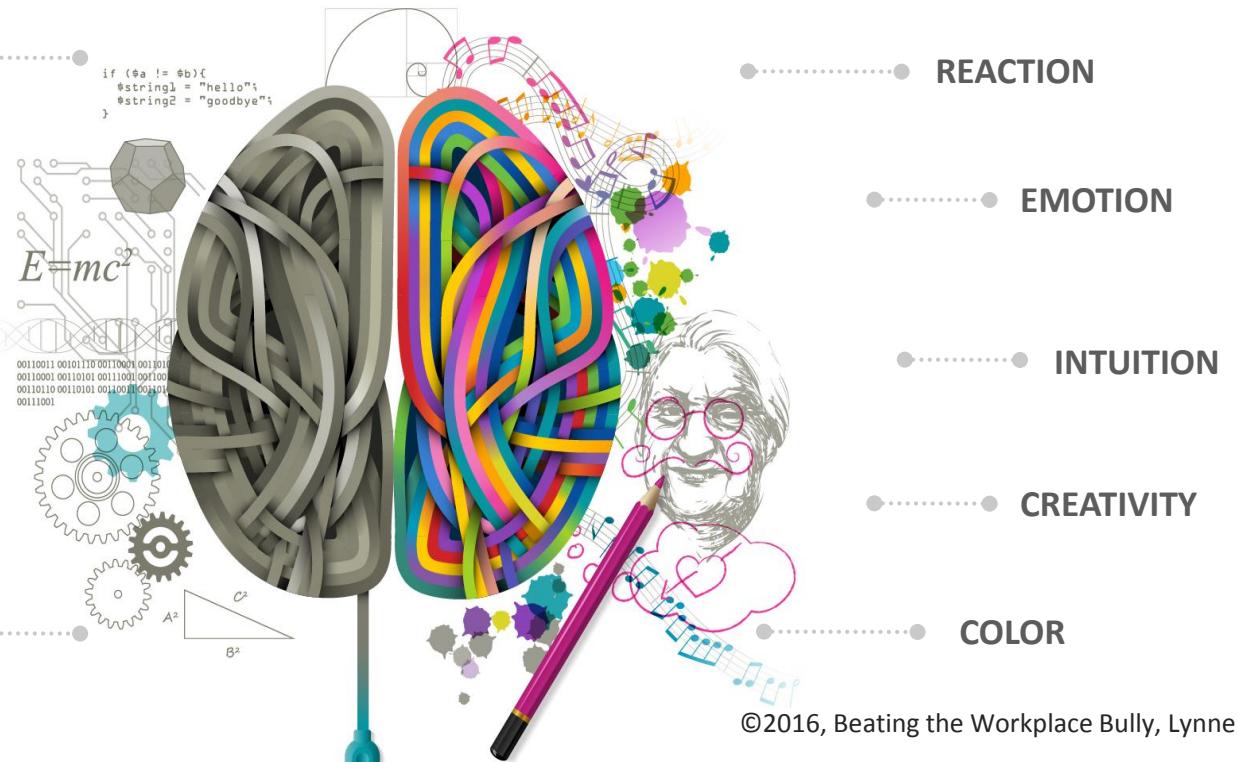
The Dynamics of Confrontation

LEFT HEMISPHERE

- LOGIC
- ANALYSIS & PROBLEM SOLVING
- LANGUAGE
- SENSE OF FUTURE CONSEQUENCES

RIGHT HEMISPHERE

- REACTION
- EMOTION
- INTUITION
- CREATIVITY
- COLOR



Coastline Breathing



Bullying Types



ANGRY, AGGRESSIVE JERK

SCORCHED EARTH

SILENT GRENADE

SHAPE-SHIFTER

NARCISSIST

WOUNDED RHINO

CHARACTER ASSASSIN

How You Came to be Bullied

01

Bad luck



02

You have something the bully wants



03

You signal you're an easy target



04

You put up with bad treatment



05

You give away your power



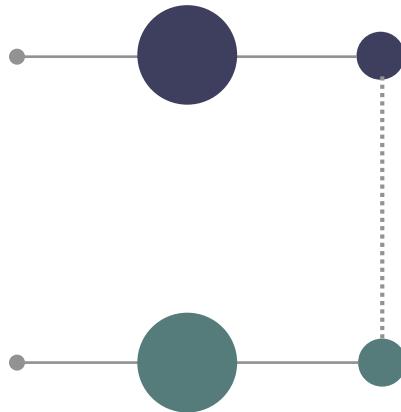
06

You ignored the warning signs



Changing How You Respond₁

THE “NO OUTPOST”



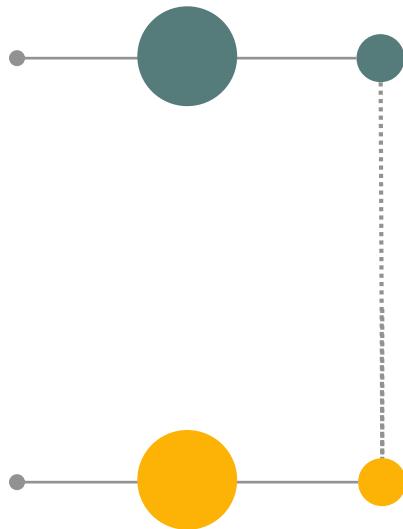
Outpost in your mind

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

Mental Kevlar

Changing How You Respond₂

THE “NO OUTPOST”



Choosing whether you'll take on the bully – *It's your choice*

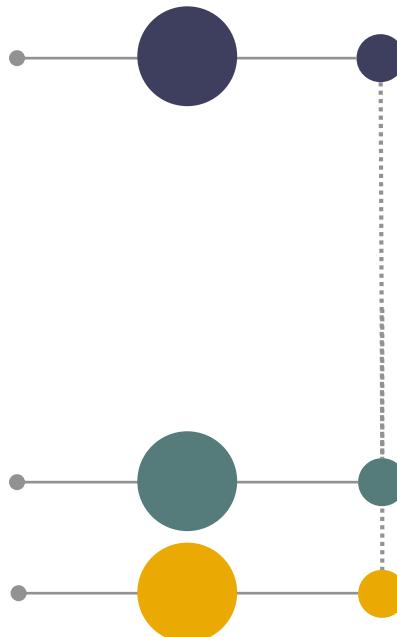
Assess:

- **What's going on?**
- **Is this how you want to be treated?**
- **Is this situation/bully worth taking on?**

No self-judging: from where you're starting from

Changing How You Respond₃

THE “NO OUTPOST”



Step into your power

- **Be willing to exit your comfort zone**
- **“You” statements work better than “I” statements**

Mental rehearsal

Uproot old habits with new actions

Changing How You Respond₄

THE “NO OUTPOST”



Confronting mental manipulation

-  **Don't take it personally: you didn't create the bully**
-  **Sample attack: “You’re too sensitive”**



Sample responses:

-  **“I’m not playing”**
-  **“Nice bait”**

Changing the Energy Dynamic₁



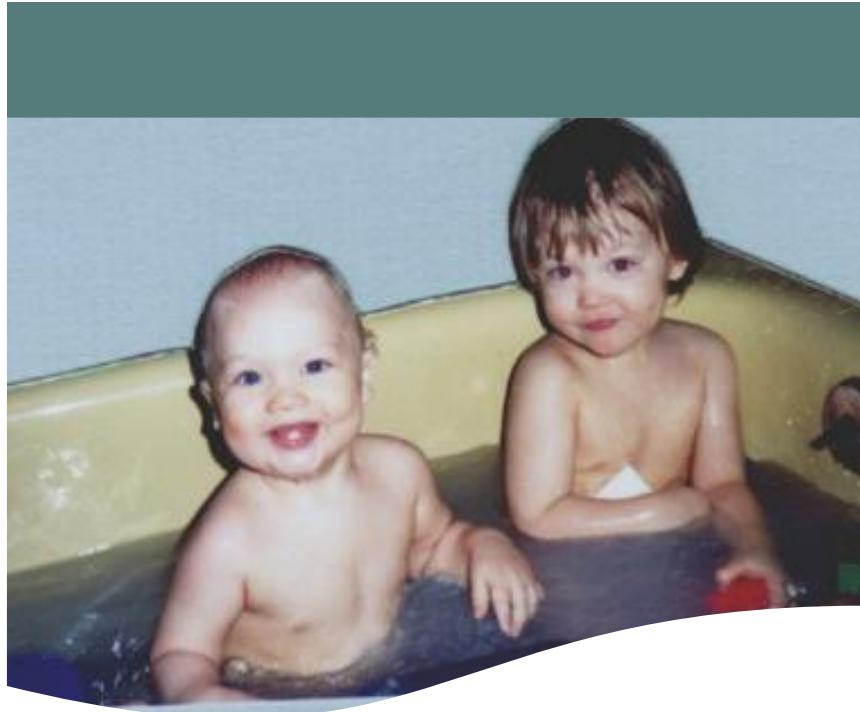
IDENTICAL MATCH 

 REVERSE MATCH

Changing the Energy Dynamic₂

BREATHE + PAUSE

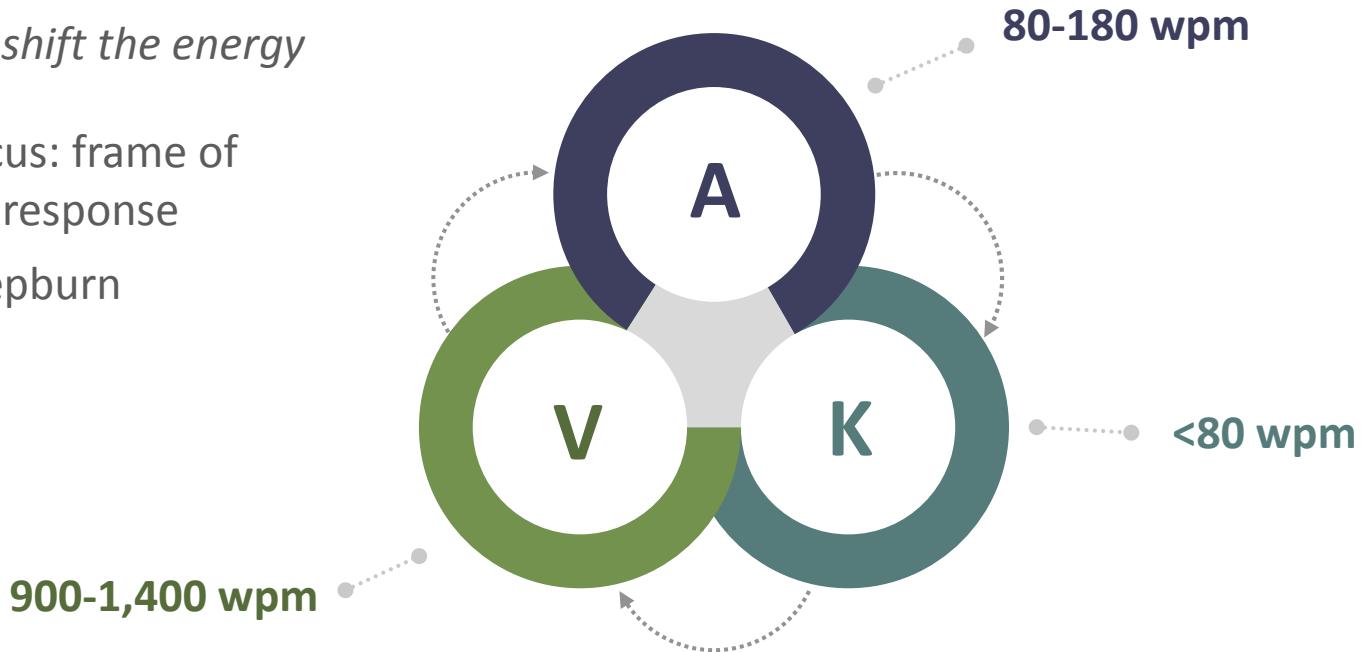
- L + R
- Process adrenaline
- Unhook from an in-kind match



Changing the Energy Dynamic₃

Ground yourself and shift the energy

- Alternate focus: frame of reference or response
- Katharine Hepburn



A Bully is the Center of... HIS/HER OWN UNIVERSE



WHAT TRULY MATTERS TO A BULLY?

- His/her own ambitions.



WHY IS A BULLY SO SELF-ABSORBED & AGGRESSIVE?

- Believes people will give him/her what s/he wants
- S/he knows how to push emotional hot buttons



DOES S/HE CARE ABOUT OTHER PEOPLE?



Doesn't the Bully Feel Bad About Hurting Others?



NO



S/HE IS VERY GOOD AT
RATIONALIZING

Bully Self-image



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How A Bully Views His/her Anger



“I’m angry because YOU screwed up.”

“I always express anger rather than bottle it up.”

Dealing with Bully Assumptions

ASSUMPTIONS

- Others will help

REALITY

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

STRATEGY

- By handling the situation well, you allow others to come to the right judgment.

Bully Truths

You can't expect a bully to go away on his/her own

You can't ignore

Niceness fails

Bully Traps₁

DENIAL



DON'T

- ❖ Deny
- ❖ Minimize
- ❖ Wonder what they did to provoke it.



BREAK OUT

- ❖ Don't look the other way or downplay it
- ❖ You have the right to protest
- ❖ "I see what you're doing. It stops now."

Bully Traps₂

GIVING BULLIES AN OUTPOST IN YOUR MIND



DON'T

- ❖ Swallow the bully's judgments



BREAK OUT

- ❖ You wouldn't let someone stomp on your foot, why let them step in your mind
- ❖ You have the right to judge your own behavior

Bully Traps₃

EXPECTING THE BULLY TO CHANGE



DON'T

- ❖ Don't need to change; it works for them



BREAK OUT

- ❖ You are the one who needs to...

Bully Traps₄

STOOPING TO THE BULLY'S LEVEL



DON'T

- ❖ You regret



BREAK OUT

- ❖ Act (v. react)

Bully Traps₅

PLEADING, GIVING IN/APPEASING



DON'T

- ❖ Signal that they have the upper hand to someone who respects only strength



BREAK OUT

- ❖ Risk/benefit radar:

Bully Traps₆

CHASING TRUMPED UP ISSUES



DON'T

- ❖ Distract
- ❖ Exhaust



BREAK OUT

- ❖ If falsely accused...

Bully Traps₇

LETTING THE BULLY ISOLATE YOU



DON'T

- ❖ Be alone



BREAK OUT

- ❖ Active relationship
- ❖ Strong reputation

Dealing with the Workplace Bully

COMMIT TO:

- Handling yourself
- The situation
- The bully or confronter



Assess

DEALING WITH THE WORKPLACE BULLY



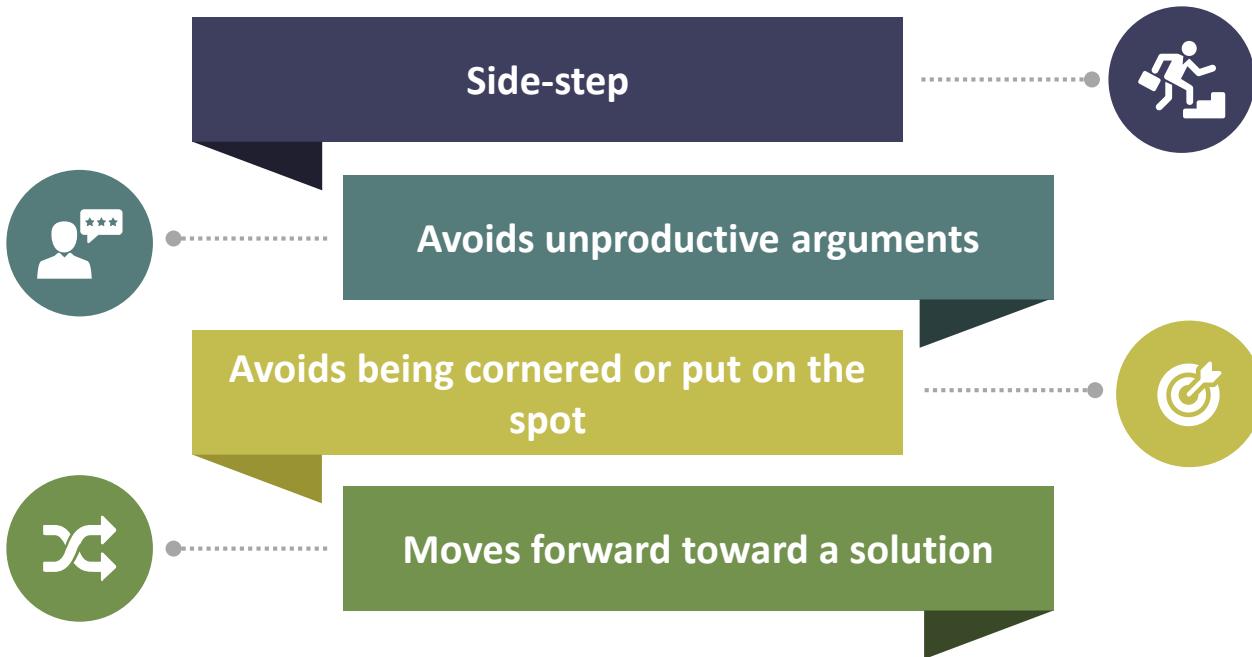
What is going on?

Is it how you want to be treated?



Change the Dynamic

QUESTIONING



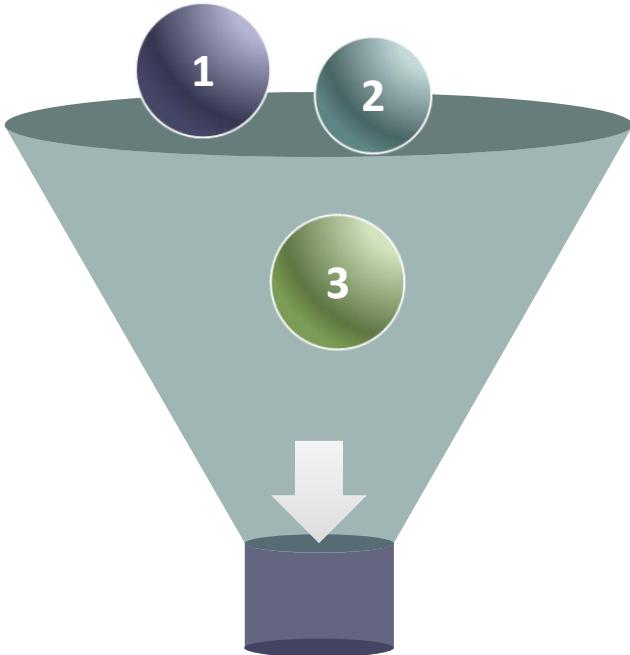
Why? Did?

AVOID

WHY


AVOID

DID

-  **HOW**
-  **WHAT**
-  **TELL ME MORE**
-  **WALK ME THROUGH**

Turning the Tables on the Bully

PRE-EMPTIVE ATTACKS



SET A GAME IN MOTION



CHANGE THE DYNAMIC



BUILD AN ARSENAL



BUILD AN ARSENAL:

1. “Pardon me?”
2. “Your point?”

Handling BullySpeak

ABUSE, SNIDE COMMENTS, INSULTS

BLAME/SHAME; BERATE/ RIDICULE; PROJECT SHORTCOMINGS

PUBLIC HUMILIATION IN FRONT OF AN AUDIENCE

- ❖ Can lead you to ? Yourself
- ❖ Can twist you in mental knots
- ❖ You start defending not asserting

- ❖ Watching eyes can make it harder for you

HANDLE IT

- ❖ Memorized statements
- ❖ Document
- ❖ Detox

HANDLE IT

- ❖ Reality
- ❖ Declare the truth

HANDLE IT

- ❖ Don't react



Handling BullySpeak

MIND GAMES

- ❖ Play on your natural expectation



HANDLE IT

- ❖ Pull back the Wizard of Oz curtain

MANAGING UNREASONABLE DEMANDS & EXPLOITING

- ❖ Refuse leave requests



HANDLE IT

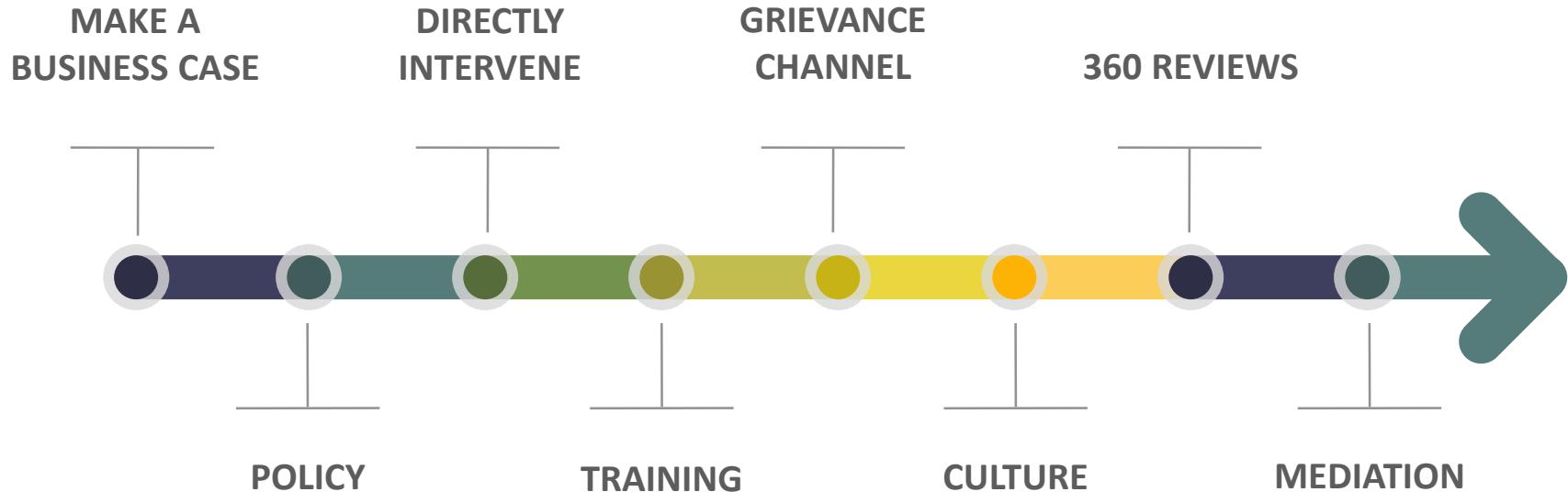
- ❖ Boundaries

How A Bully Harasses You



1. Attacks your character
2. Demeans your dignity
3. Attacks your integrity
4. Attacks your competence
5. Suggests you have emotional problems
6. Suggests you have psychological problems
7. Screams insults
8. Makes unjustified accusations
9. Creates hearsay that demeans you

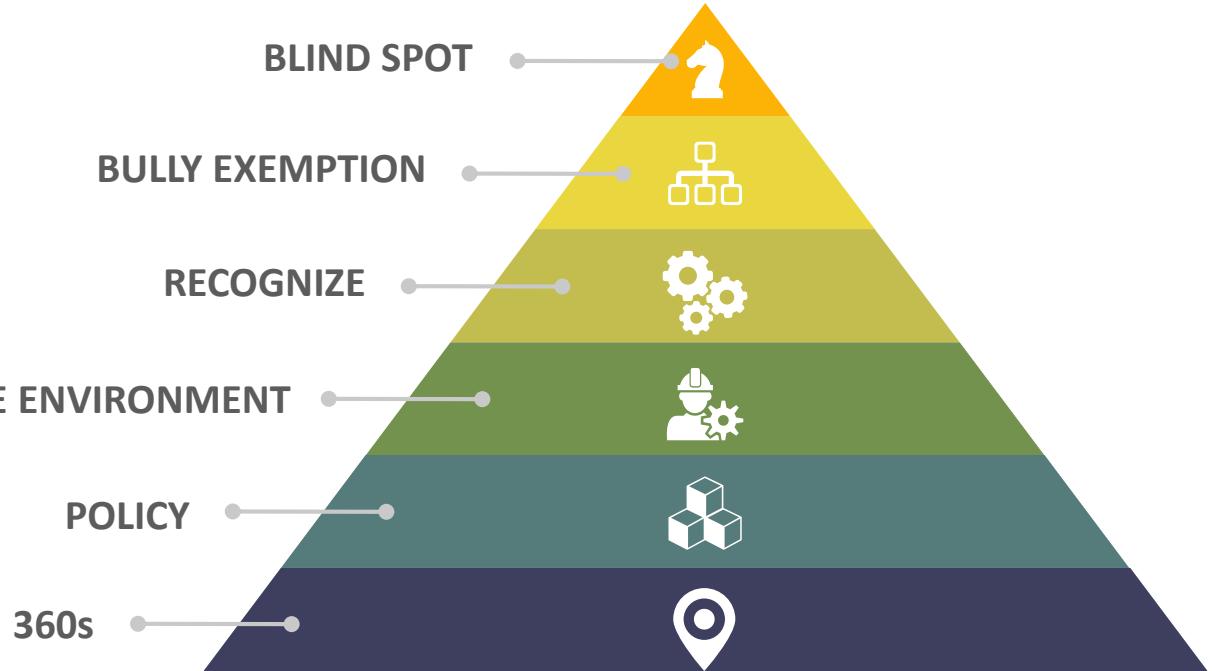
What HR Can Do



What Leaders Can Do

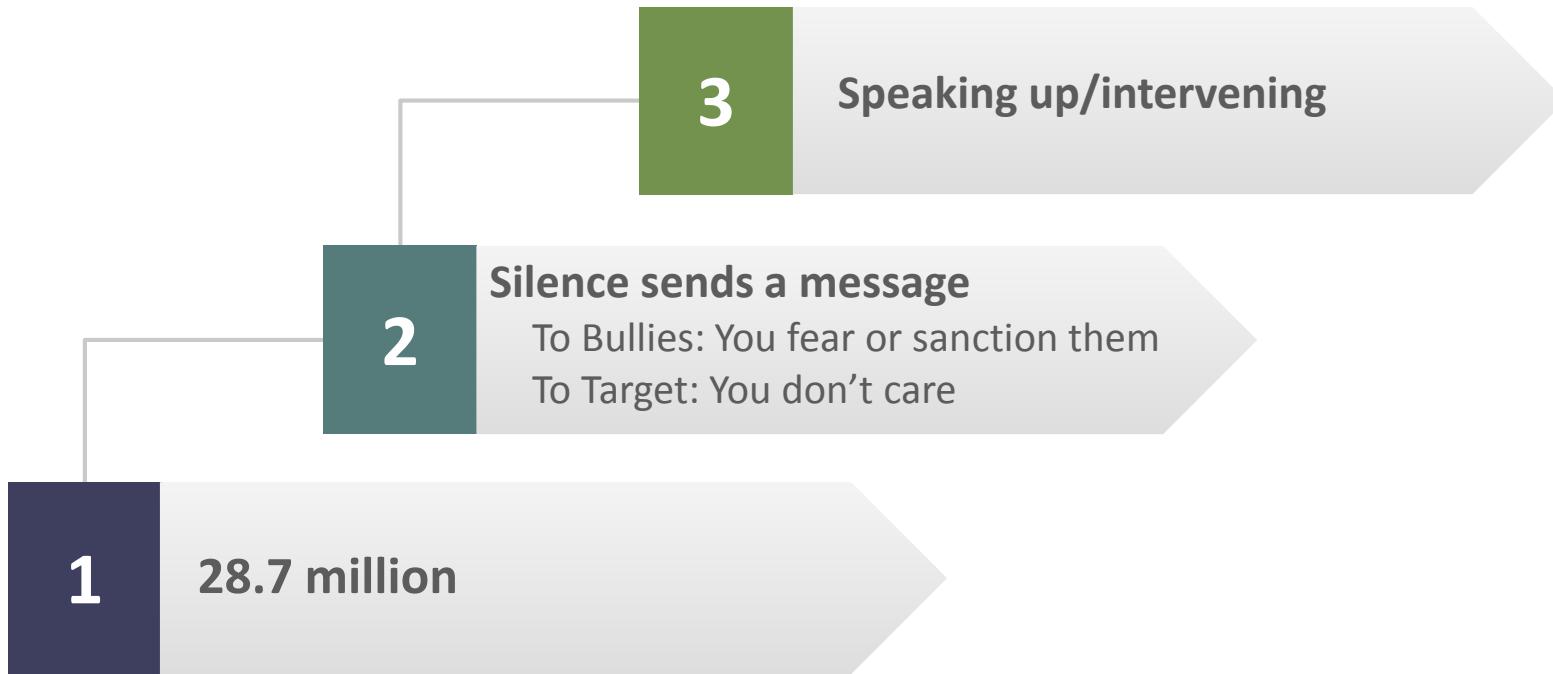
- Model respect
- Listen to/address concerns
- Define acceptable
- Encourage reporting

DECIDE ON A BULLY-FREE ENVIRONMENT



Witness

WITNESSING BULLYING



Why You Can Prevail



Being bullied is a two-way interaction



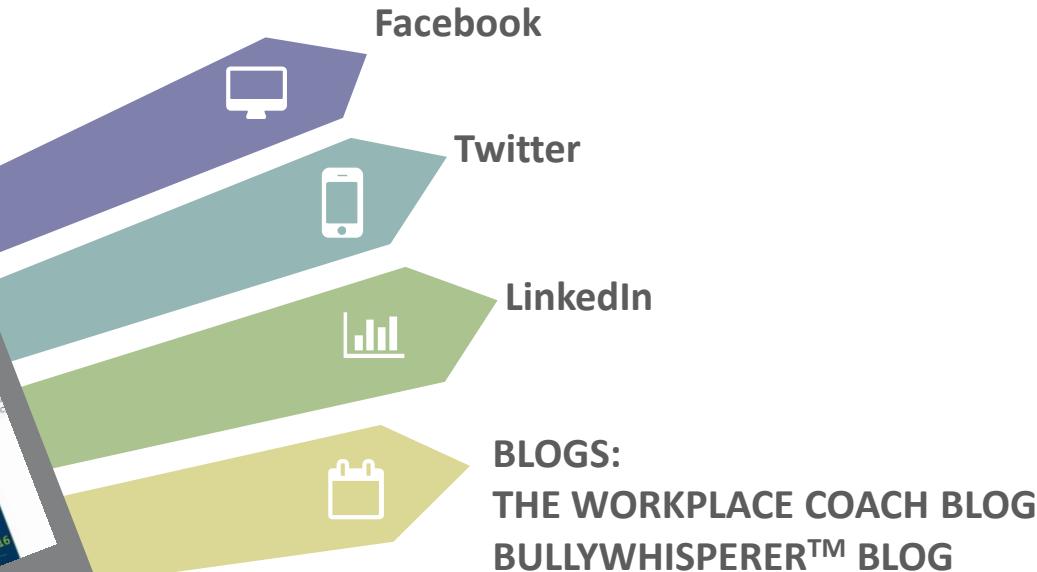
Think clearly



You're on a road



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Coming Soon!

APR 6, 2016

Walk a Mile in their Shoes:

How to Provide Exceptional Customer Service in the Law Firm

Presenter: Kelli Proia

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