

# Beating the Workplace Bully: A Tactical Guide to Taking Charge

Presente



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Moderator



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relate to this.  
**Workplace bullying:**  
treatment of an inc

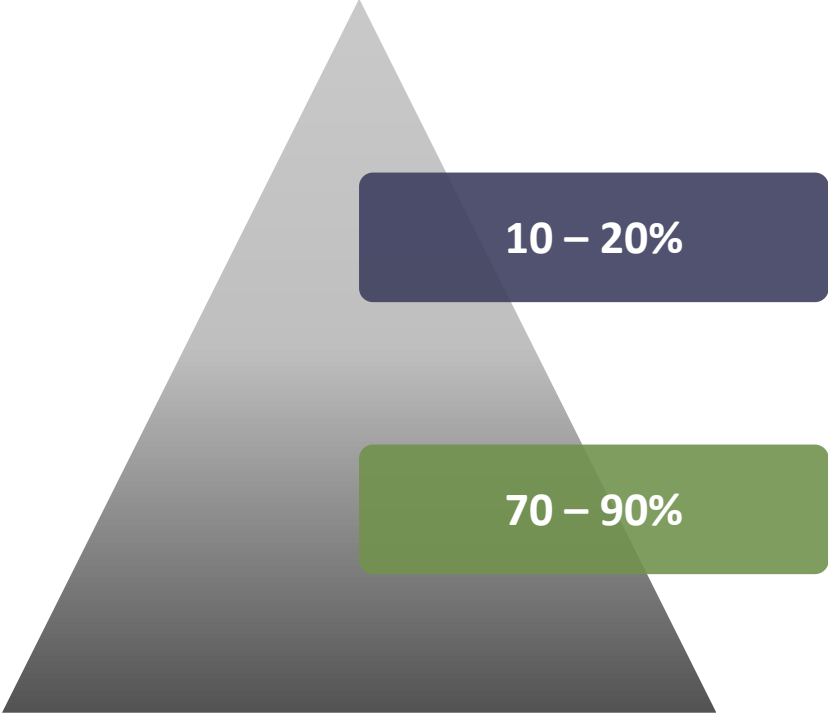
## Bully 2016 Webinar

STRATEGIES FOR MANAGING, SURVIVING, & TURNING AROUND WORKPLACE BULLIES



Expect the  
unexpected

# Session Expectations



10 – 20%

70 – 90%



This is YOUR session

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Fast & Packed

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Questions Welcome

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# Our Agenda

**Bullying defined**

**The dynamics of confrontation**

**Your 1<sup>st</sup> 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

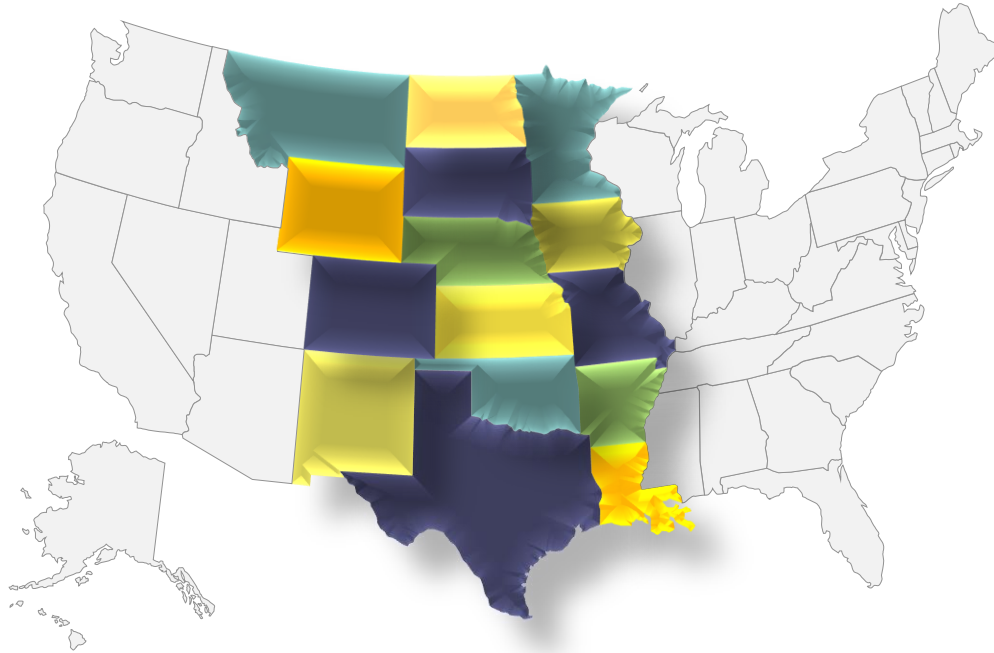
Commit to handling yourself, the situation, and the bully

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



# Physical Bullying





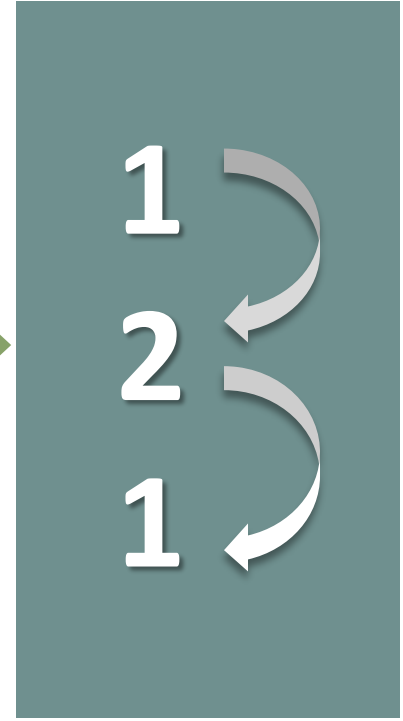
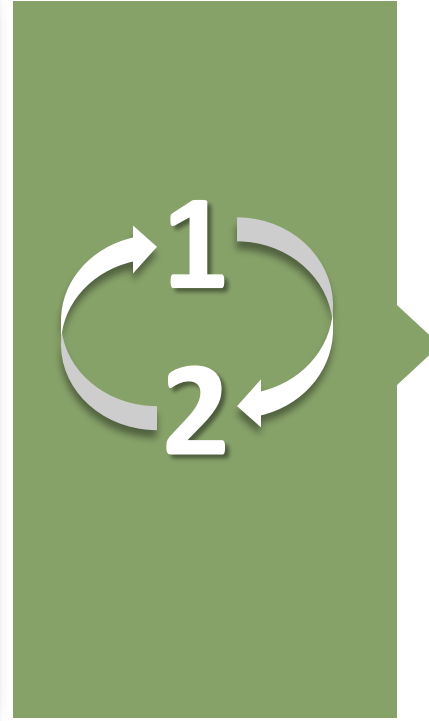
# Situational Bullying



# The Dynamics of Confrontation



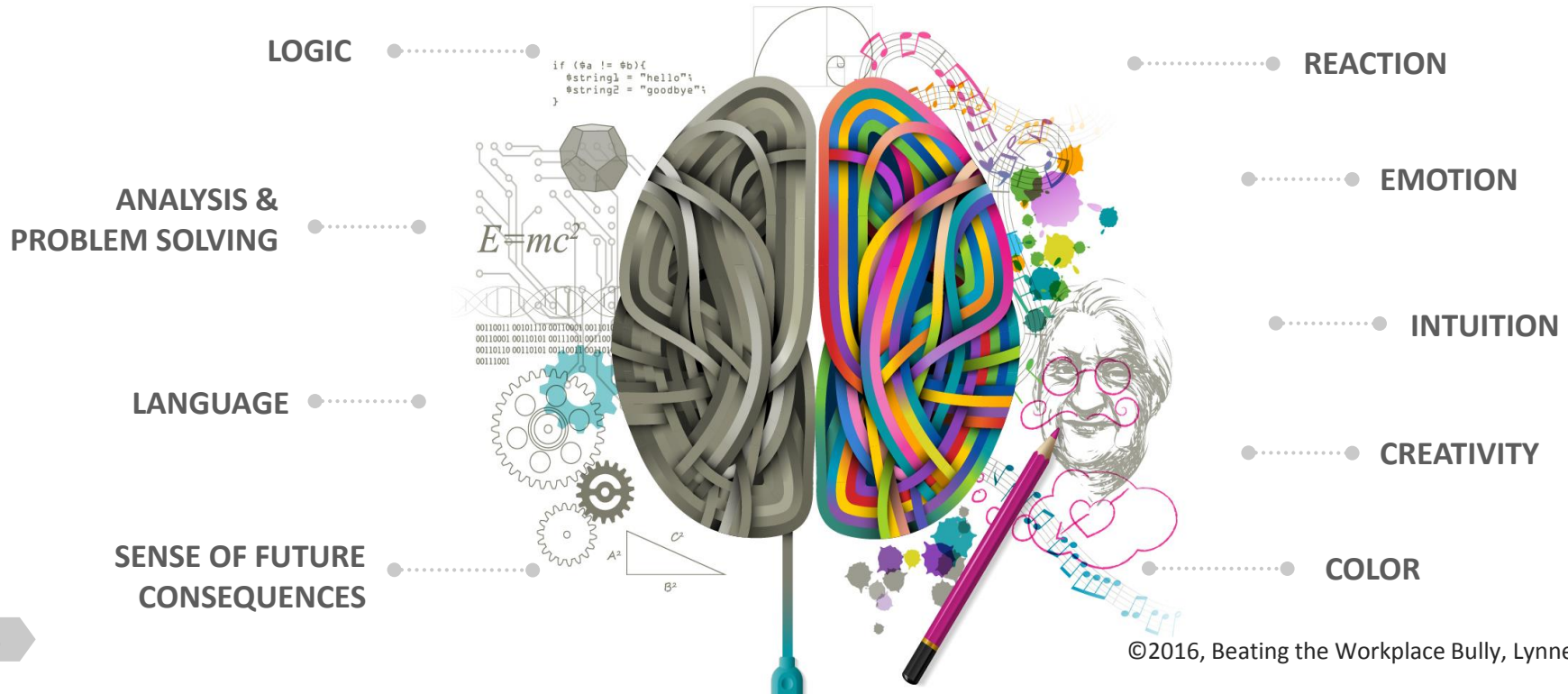
# Alternative to Reaction



# The Dynamics of Confrontation

## LEFT HEMISPHERE

## RIGHT HEMISPHERE





# *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



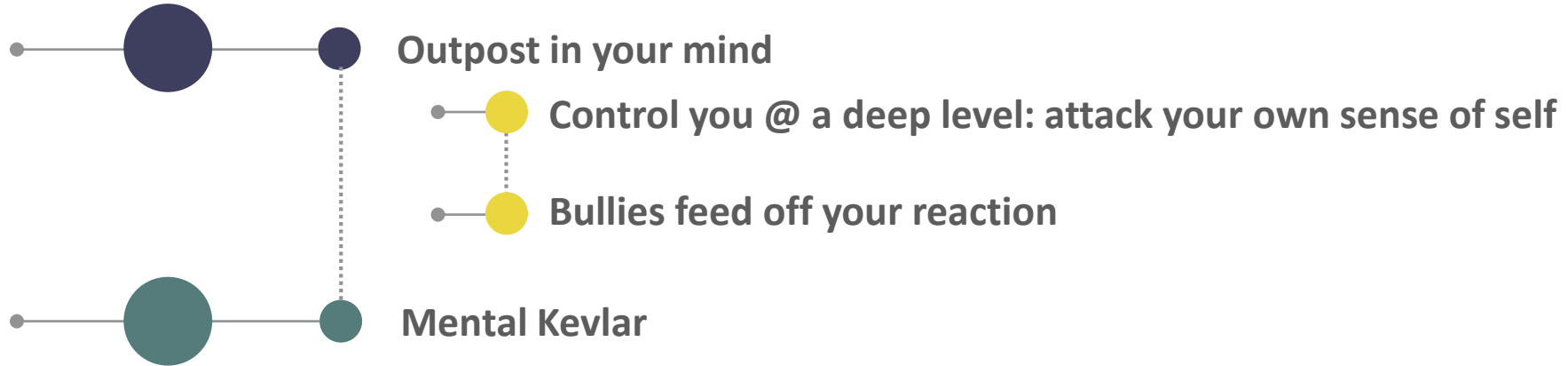
06

You ignored the warning signs



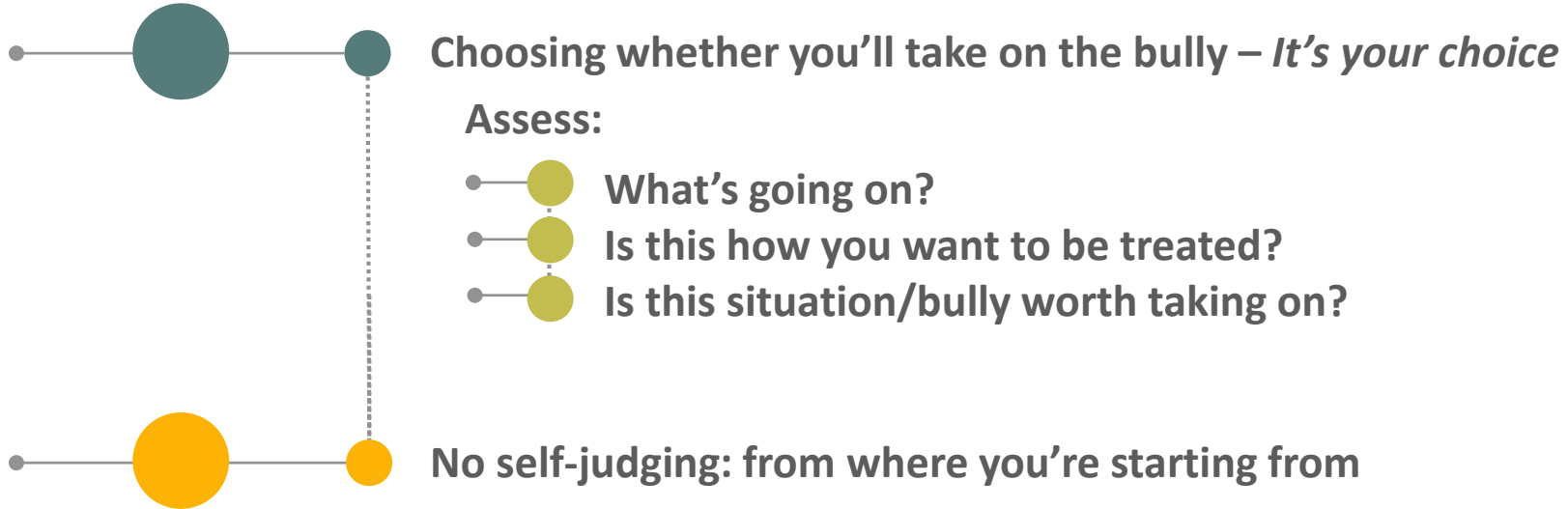
# Changing How You Respond<sub>1</sub>

## THE “NO OUTPOST”



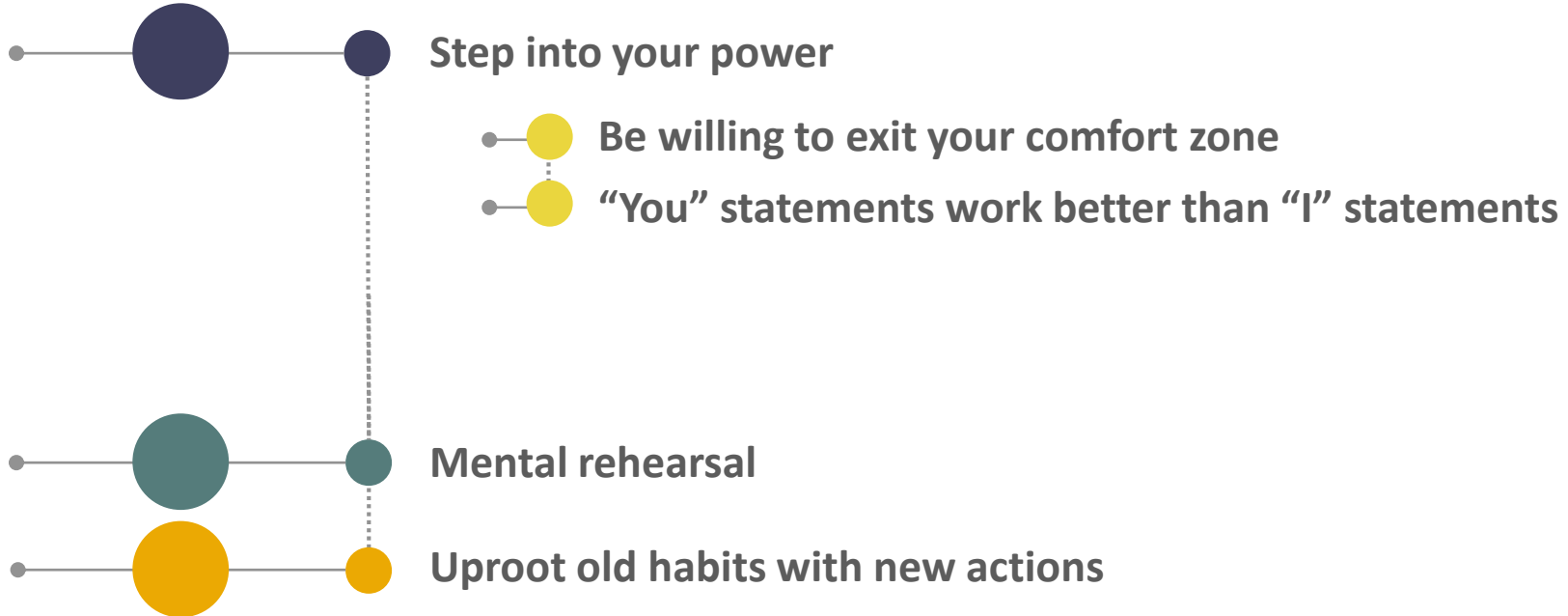
# Changing How You Respond<sub>2</sub>

## THE “NO OUTPOST”



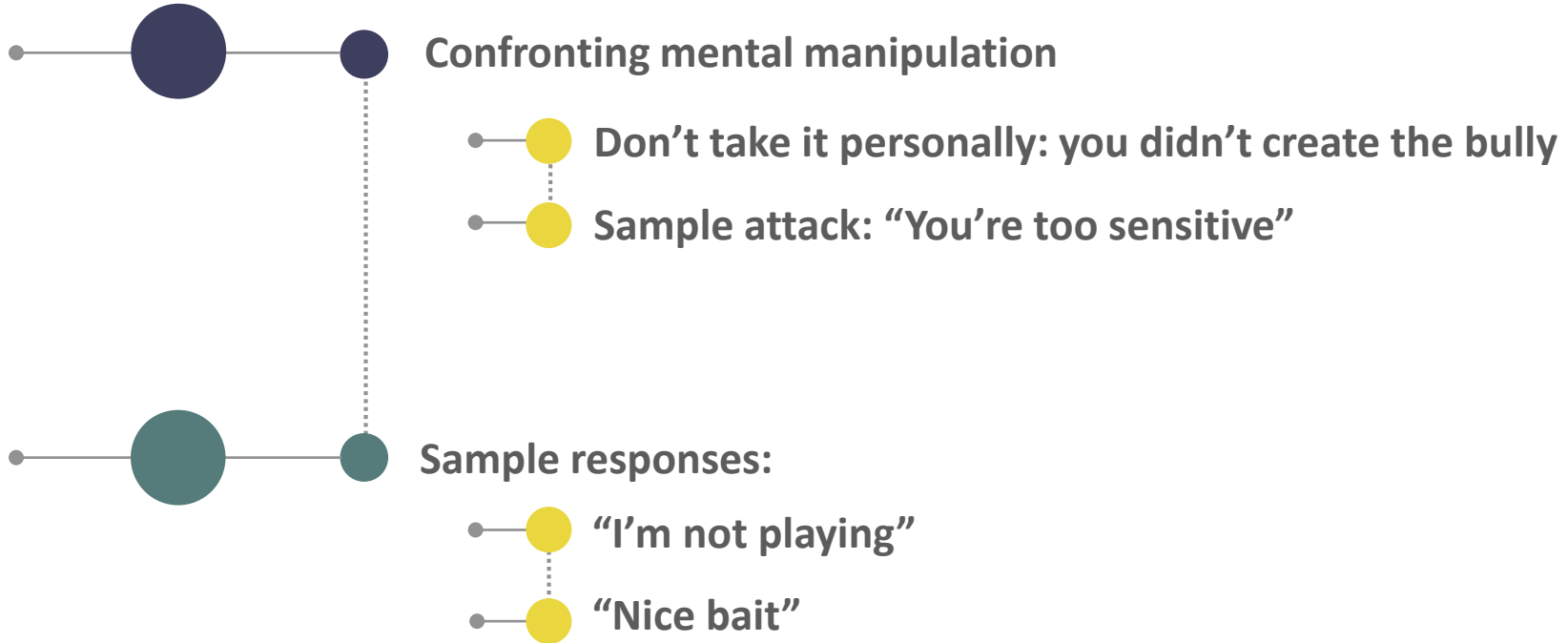
# Changing How You Respond<sub>3</sub>

## THE “NO OUTPOST”

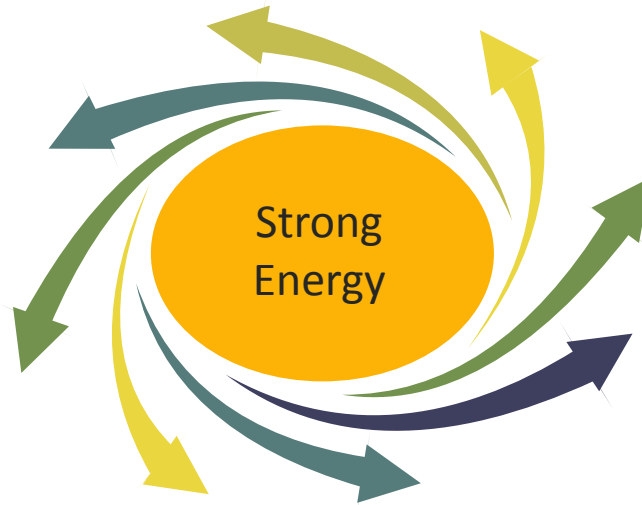


# Changing How You Respond<sub>4</sub>

## THE “NO OUTPOST”



# Changing the Energy Dynamic<sub>1</sub>



IDENTICAL MATCH



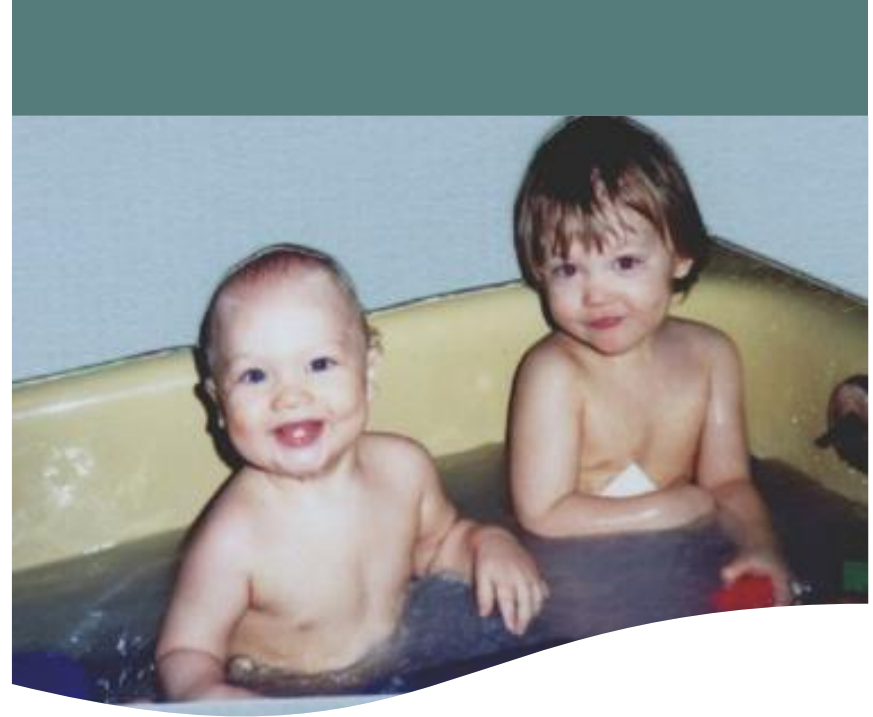
REVERSE MATCH



# Changing the Energy Dynamic<sub>2</sub>

## BREATHE + PAUSE

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

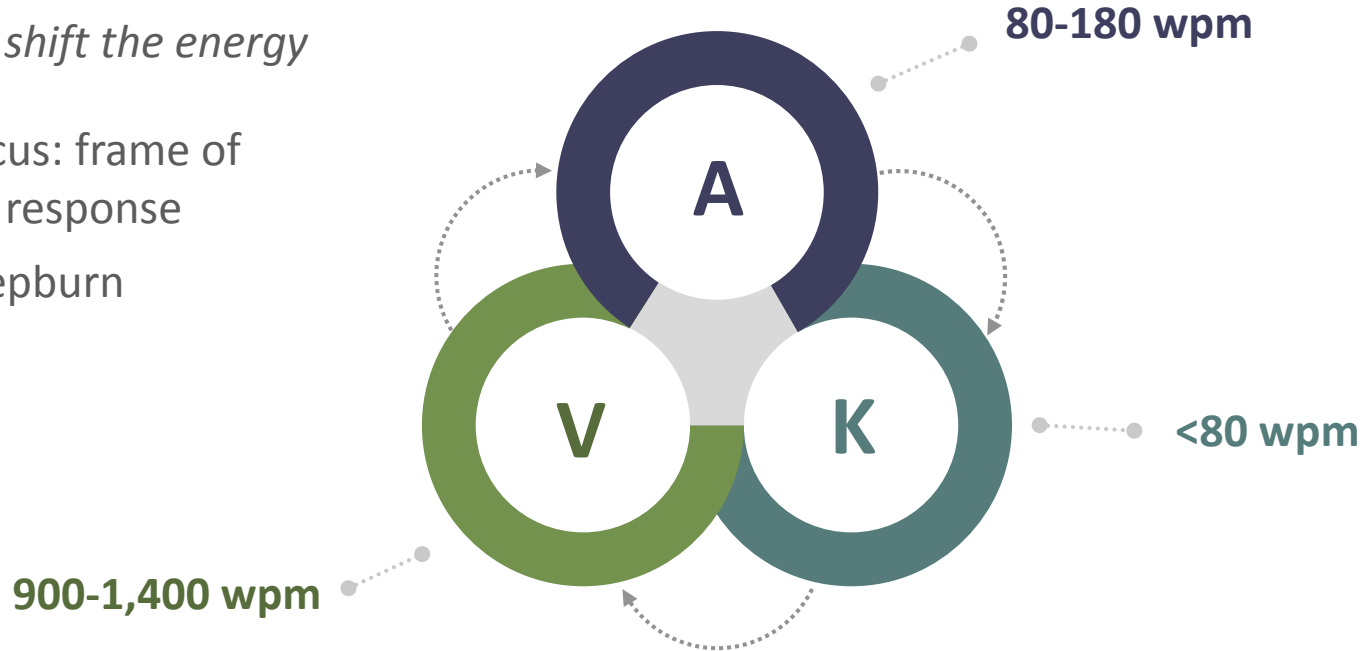




# Changing the Energy Dynamic<sub>3</sub>

*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?



# Bully Self-image





# 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 Traps<sub>1</sub>

## 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 Traps<sub>2</sub>

## 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 Traps<sub>3</sub>

## 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 Traps<sub>4</sub>

## STOOPING TO THE BULLY'S LEVEL



**DON'T**

❖ You regret



**BREAK OUT**

❖ Act (v. react)

# Bully Traps<sub>5</sub>

## 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 Traps<sub>6</sub>

## CHASING TRUMPED UP ISSUES



### DON'T

- ❖ Distract
- ❖ Exhaust



### BREAK OUT

- ❖ If falsely accused...

# Bully Traps<sub>7</sub>

## 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?

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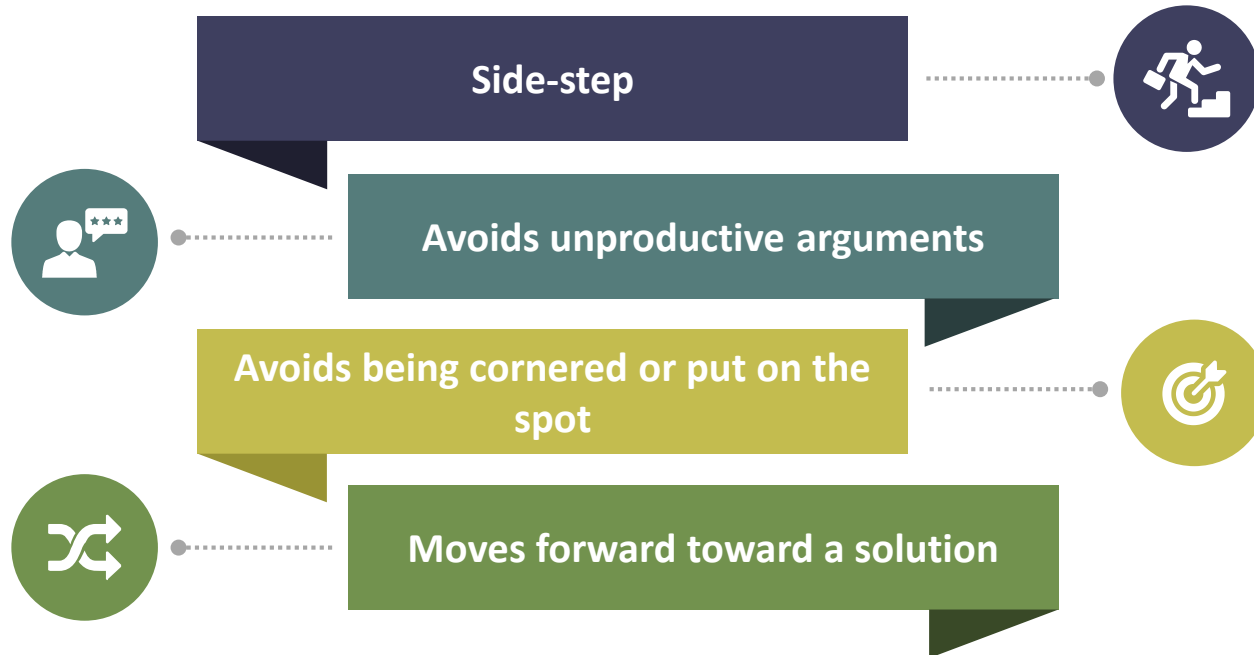
Is it how you want to be treated?



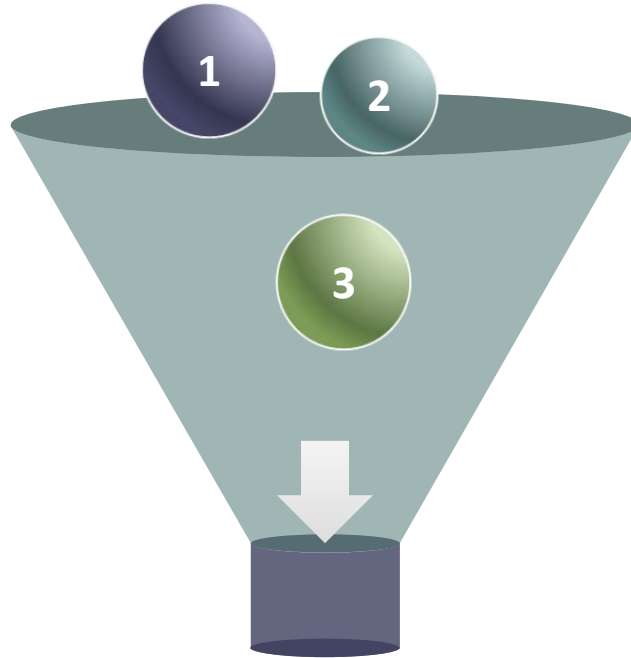


# Change the Dynamic

## QUESTIONING

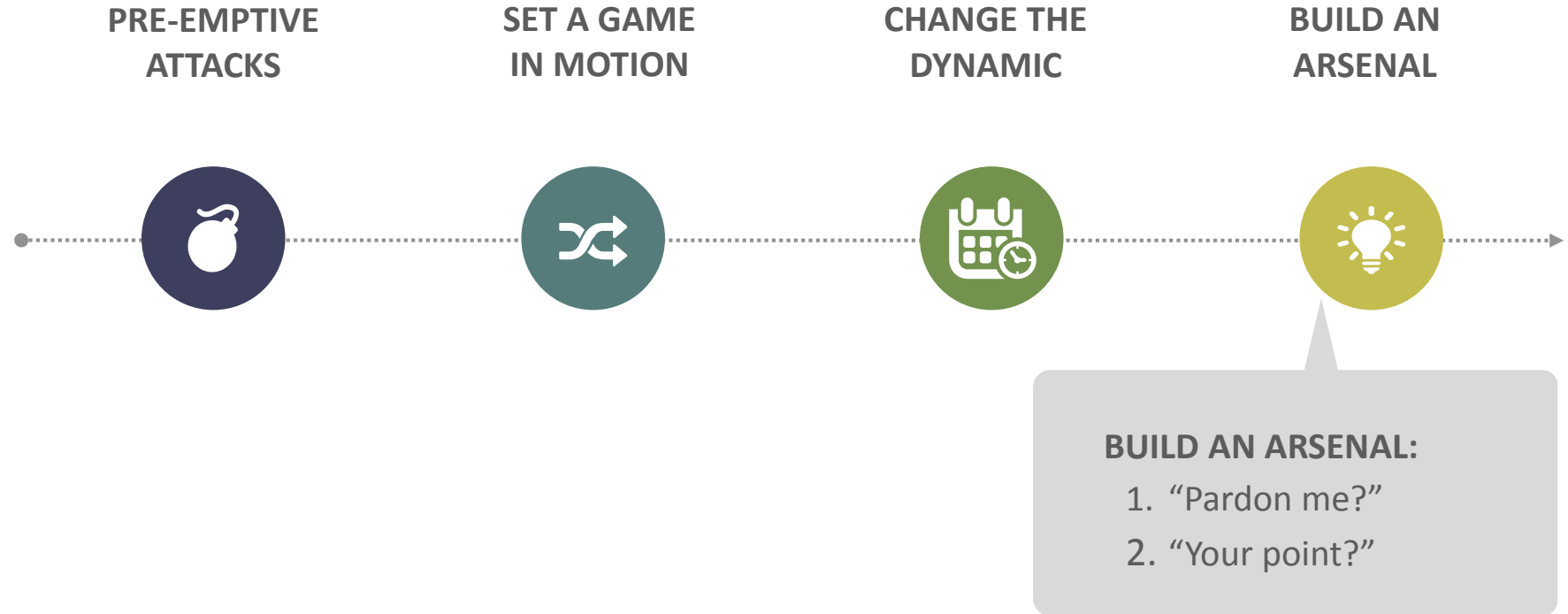


# Why? Did?



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

# Turning the Tables on the Bully



# 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

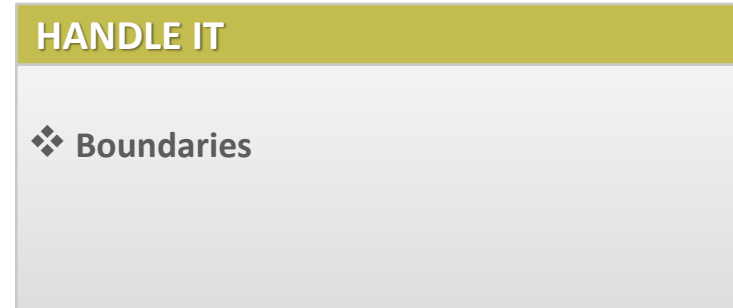
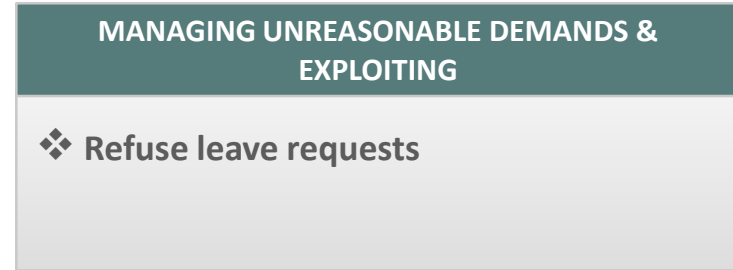
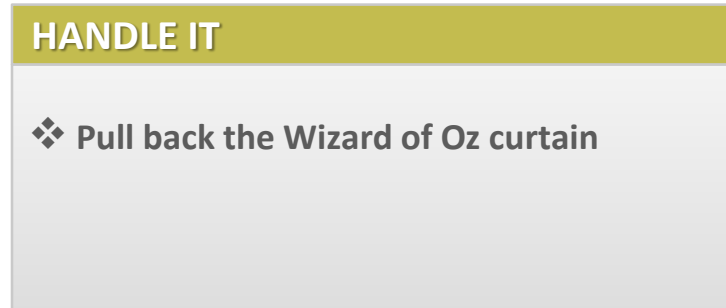
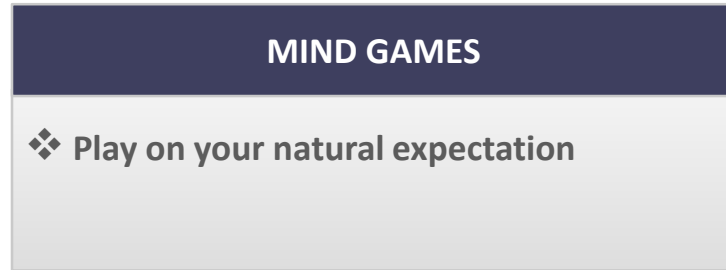
## HANDLE IT

- ❖ Reality
- ❖ Declare the truth

## HANDLE IT

- ❖ Don't react

# Handling BullySpeak

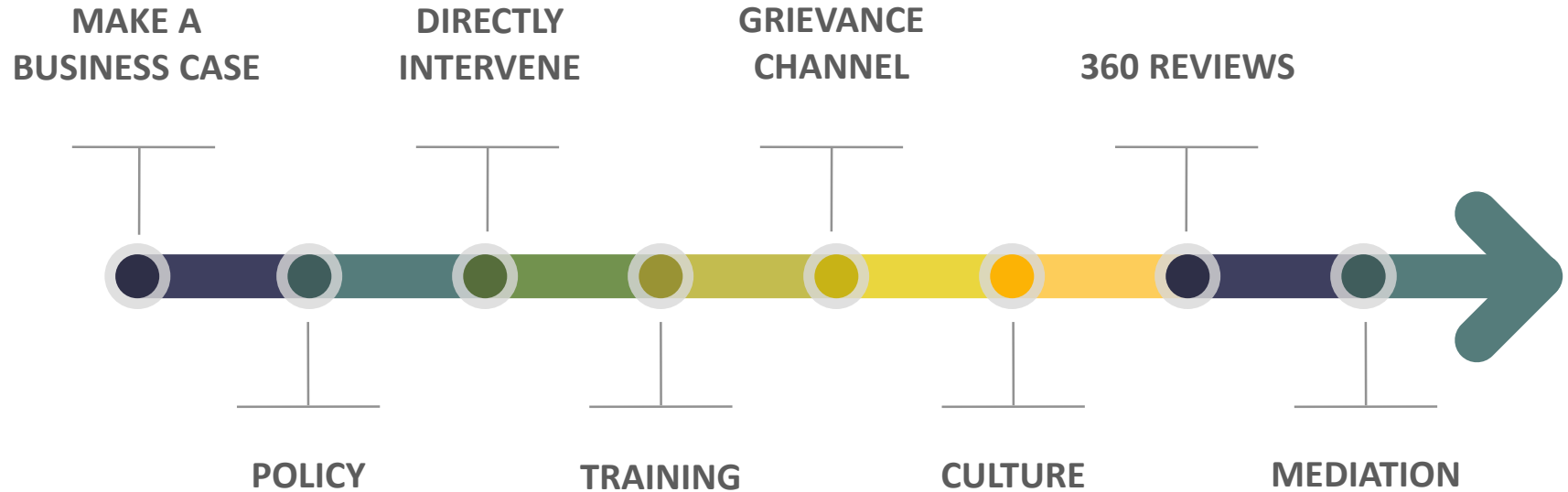


# How A Bully Harasses You



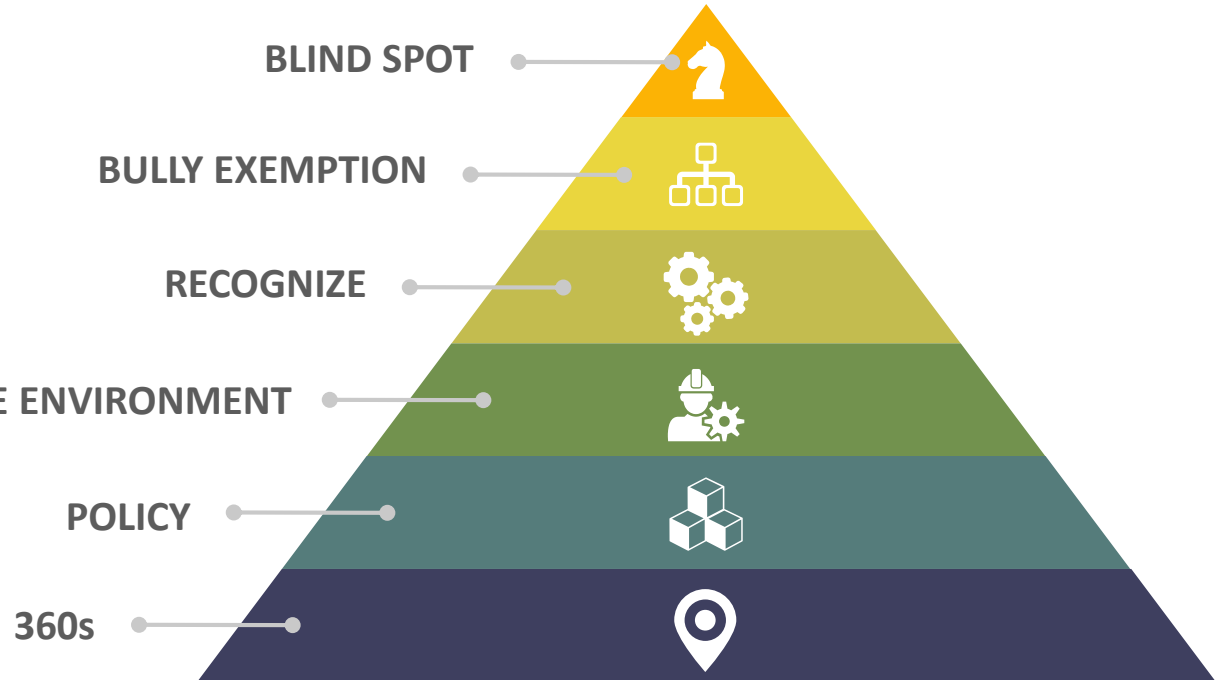
1. Attacks your character
2. Demeans your dignity
3. Attacks your integrity
4. Attacks your competence
5. Suggests you have emotional problems
6. Suggests you have psychological problems
7. Screams insults
8. Makes unjustified accusations
9. Creates hearsay that demeans you

# What HR Can Do



# What Leaders Can Do

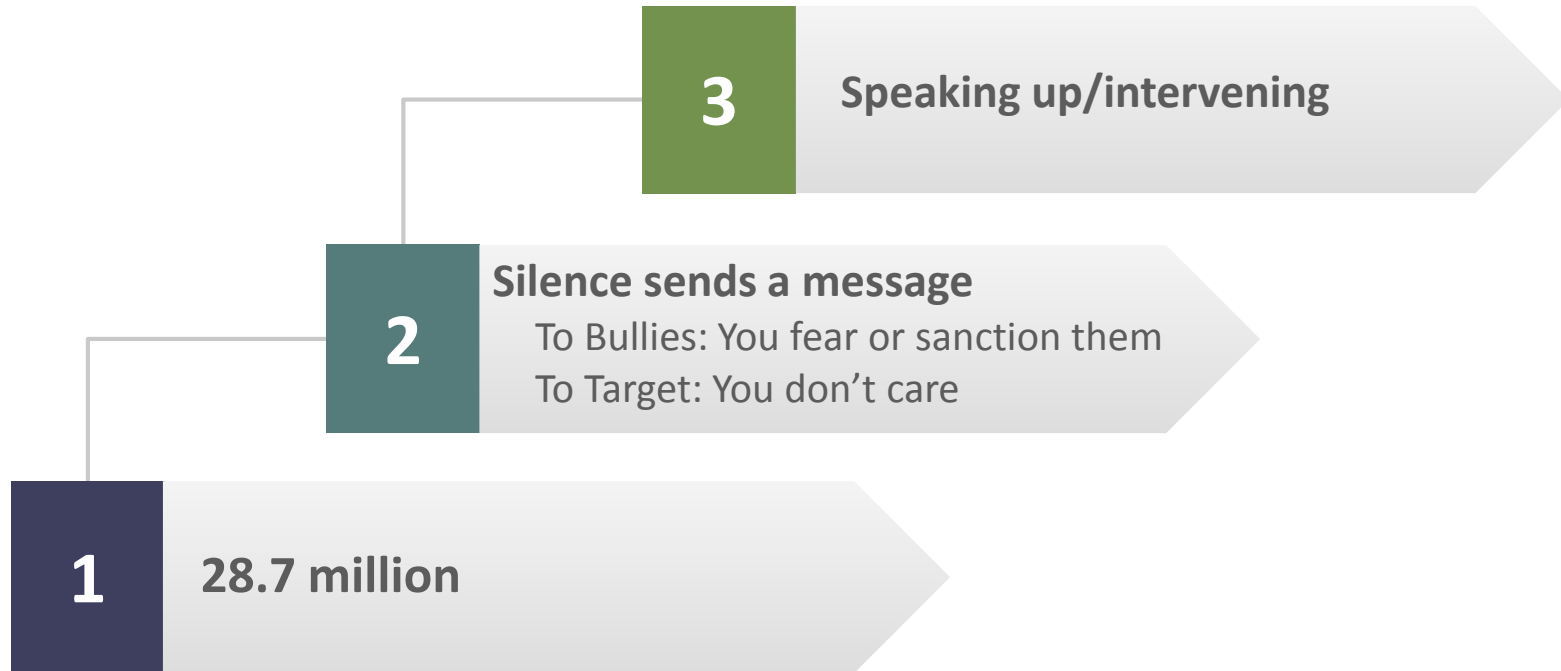
Model respect  
Listen to/address concerns  
Define acceptable  
Encourage reporting





# 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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**BLOGS:**  
**THE WORKPLACE COACH BLOG**  
**BULLYWHISPERER™ BLOG**





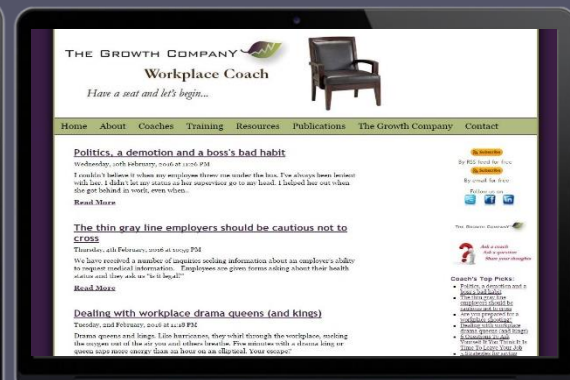
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# Contact the Presenter

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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**

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