









## ***Beating the Workplace Bully: Webinar***

*You'll like this course if:*

You're an HR professional or manager tasked with handling workplace bullies;  
You face one or more bullies in the workplace.

### **Agenda**

-  Bullying defined
-  7 bully types
-  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
-  What HR and leaders can do
-  Questions & answer

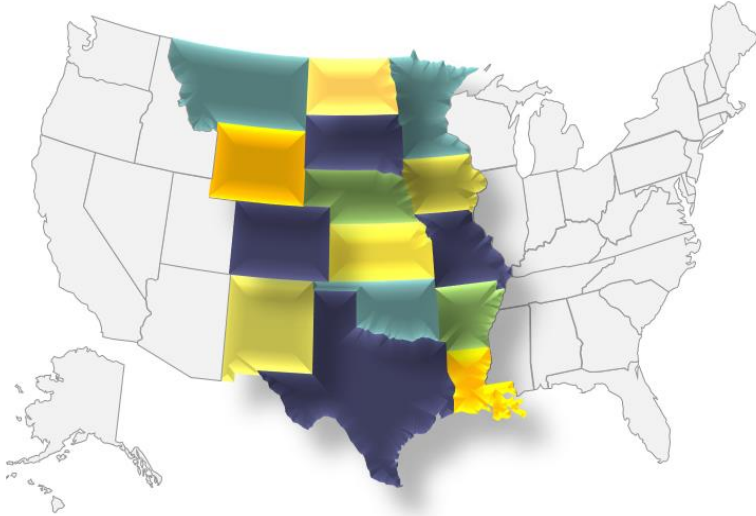
### ***About the Speaker***

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](#)<sup>™</sup>, [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



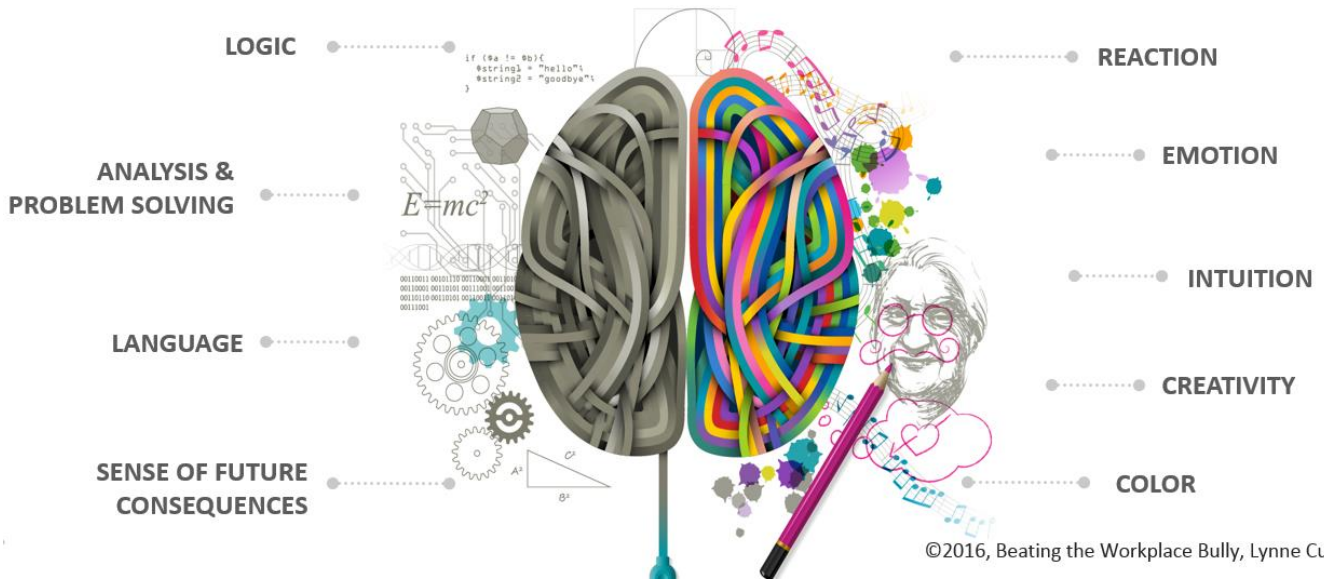
## Alternative to Reaction



## Dynamics of Confrontation

### LEFT HEMISPHERE

### RIGHT HEMISPHERE



© 2015, Lynne Curry, Beating the Workplace Bully, AMACOM  
[www.thegrowthcompany.com](http://www.thegrowthcompany.com), [www.workplacecoachblog.com](http://www.workplacecoachblog.com)

711 H Street, Suite 440, Anchorage, AK 99501

P: 907.276.4769 ∫ F: 907.276.4774

[www.TheGrowthCompany.com](http://www.TheGrowthCompany.com)



## 7 Bully Types





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

## 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?**

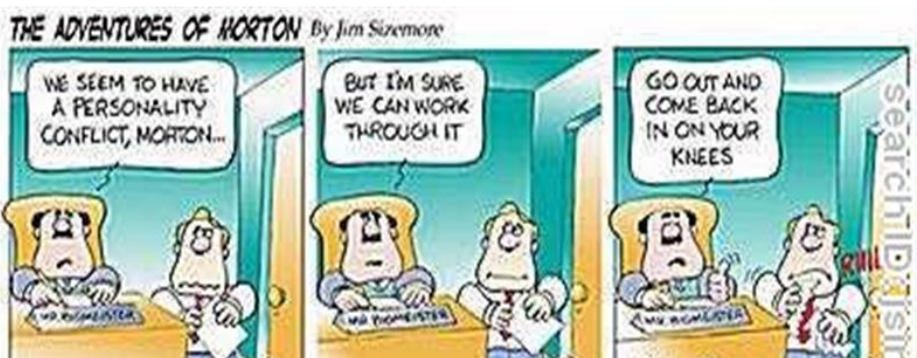
-  To the extent the other can help him / her succeed
-  As an extension of him / her

**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



© 2015, Lynne Curry, *Beating the Workplace Bully*, AMACOM  
[www.thegrowthcompany.com](http://www.thegrowthcompany.com), [www.workplacecoachblog.com](http://www.workplacecoachblog.com)

## ***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

 **Ground yourself**

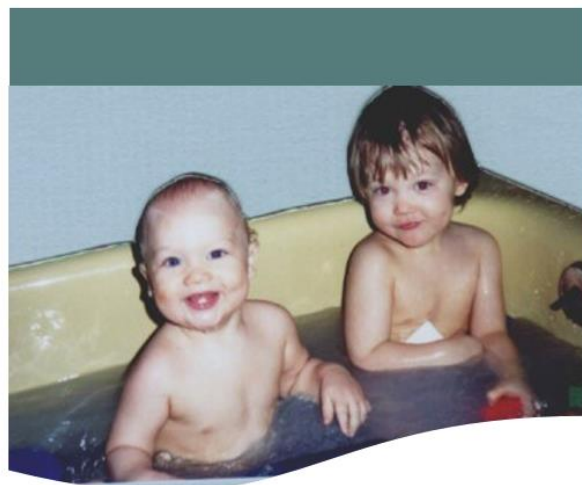


IDENTICAL MATCH |

| REVERSE MATCH

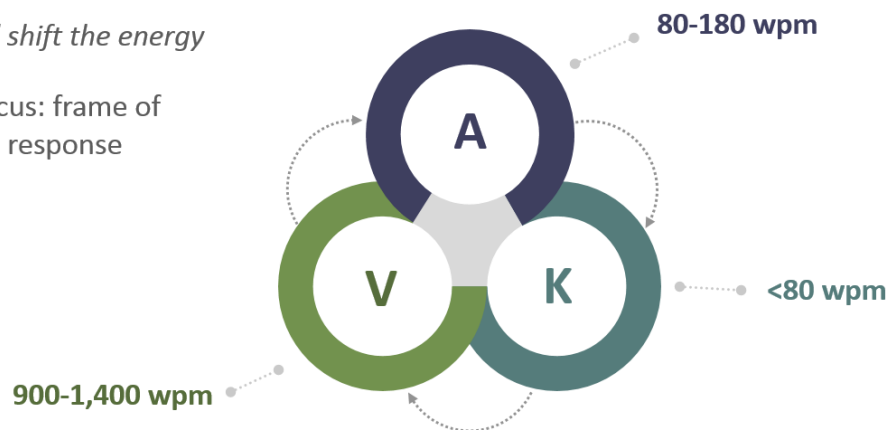
**BREATHE + PAUSE**





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



*Ground yourself and shift the energy*

- Alternate focus: frame of reference or response

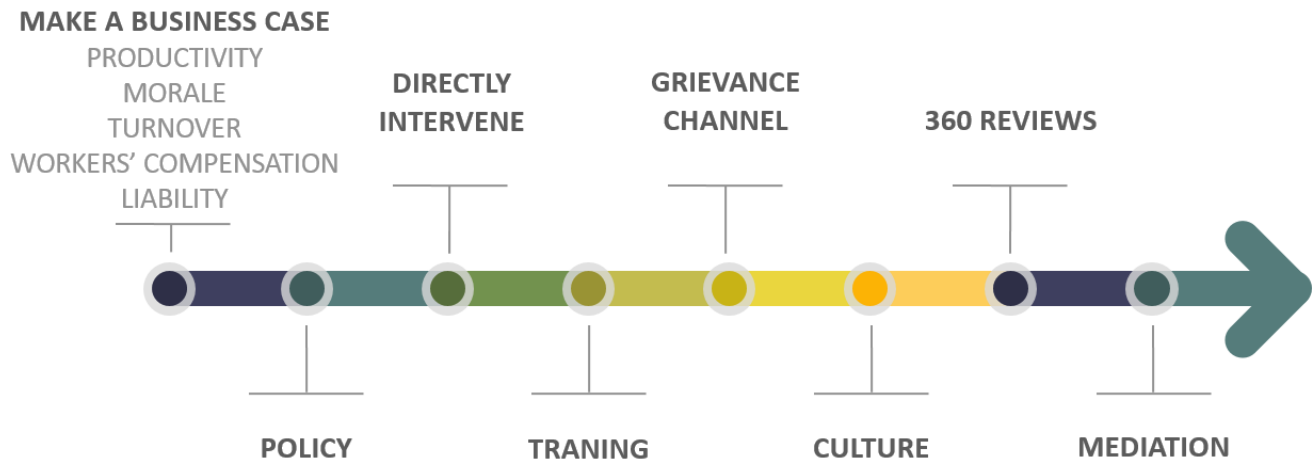


-  Even if emotional, act **at ease**
-  Smile and posture: **signals** to the other person **and** to you
-  Assess
-  Do not just react or respond, **change the dynamic**
  - ✓ Questioning
    - Avoids being cornered or put on the spot
    - Controls
    - Moves forward...ask a question in the direction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

### *Turning the Tables on the Bully*



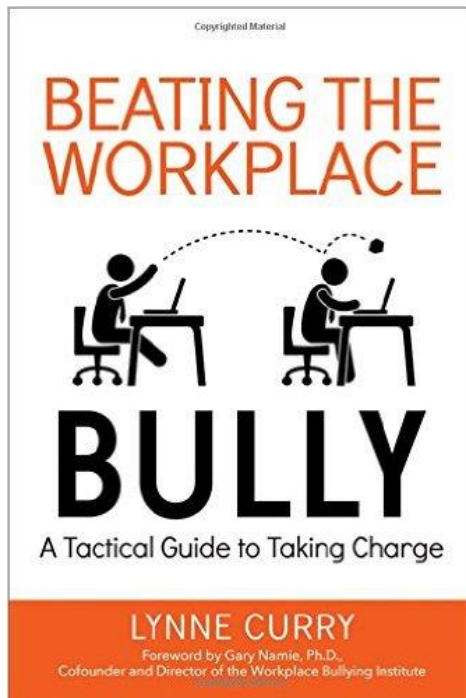
### *What HR & Leaders Can Do*





# Book Review: Beating the Workplace Bully

June 14, 2016 | Dan Beaulieu, D.B. Management Group



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

is a great book with some really terrible stories. Wow, where did these people come from? These are some of the worst workplace stories I have ever read, or even heard about.

There's the woman who conned her co-worker into buying her coffee on the first day and then made it a daily event. Or the boss who was always threatening to fire his staff and telling them, "There's blood in the water." Or the supervisor who told her new employee on the first day that it was not her choice to hire her, because she had only worked in a small firm and "did not have the sophistication this corporate position needs. You don't even dress properly."

The first story in the book is my favorite. Molly was a nurse who was ten months from retirement when she got a new supervisor who did everything she could to undermine her. She told Molly that the system she had set up was "antiquated" and that she would update it without Molly's help. At the first staff meeting, the new supervisor told everyone that Molly's system was "pitiful" and then next started a stream of negative e-mails to Molly that denigrated all of the work she had been doing for the past 20 years. This woman almost

ruined Molly's self-esteem and self-confidence. I could go on and on with these true stories about people who I consider nothing less than social monsters and mean beyond belief.

But the whole point of the book is to learn how to handle these kinds of people, counteract them, and finally to know when it is time to give up and get the heck out of Dodge.

My favorite chapter was Chapter 5, which focuses on the basic steps for handling some of these situations. From the book:

Step 1. Control your initial reactions: Take time to truly evaluate the situation.

Step 2. Control your response: Ask yourself:

- What is going on?
- Is this the way I want to be treated?
- Is this situation or bully worth taking on?
- If so how?

Step 3. Assess the situation.

Step 4. Determine why you are the target.

Step 5. Analyze the pros and cons of taking on the bully.

Step 6. Take back the power (this is the key step in my estimation): How you handle yourself is in your hands. And if you feel that this is a job you want to keep then go up against the bully. This is your job and it is within your power to keep it.

Step 7. Decide on your game plan.

The rest of the book shows you how to implement and execute your plan to handle the bully and the situation.

I was not sure I wanted to take the time to read this book, and I approached it tentatively. But once I got into it, I understood and appreciated its value. This is one of the few books that covers business from the human aspect. Yes, there are bullies out there and they can really mess up your chances of having a successful job experience. Bullying in the workplace is a real problem, and this book offers real solutions to solving those problems.

*Beating the Workplace Bully: A Tactical Guide to Taking Charge* is a must-read for anyone working in the real world. This is a great book for all workplaces: businesses, non-profit organizations, and even religious institutions. This book is valuable for anyone who has to deal with a bully in the workplace.