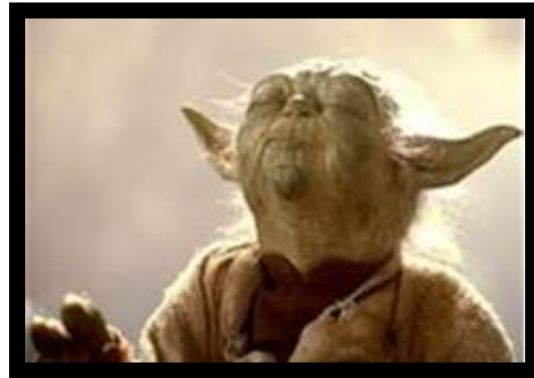
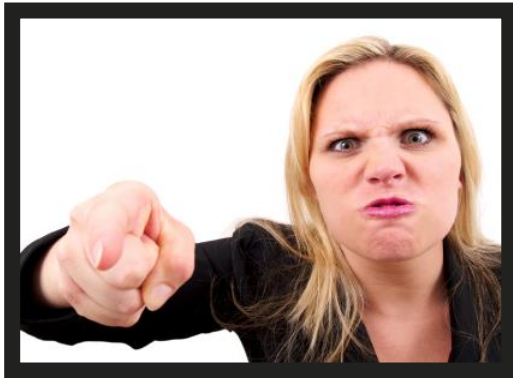


Handling The Workplace Bully



Presented by:
Lynne Curry, Ph.D., SPHR

Dynamic, funny and entertaining, Dr. Lynne Curry, SPHR, President of The Growth Company, Inc., a management consulting and personnel training firm, has more than 30 years' experience in training, consulting and speaking.

Dr. 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 Tri-City Herald and Anchorage Daily News. Her articles are reposted weekly by more than 100 media outlets including Yahoo! News.

As a management writer, Dr. Curry has authored four books, Solutions, Managing Equally and Legally, A Supervisor's Desk Manual on Performance Appraisal and Won By One.

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



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BULLY TRAPS TO AVOID

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

- ↪ Pretending not to see what's really happening
- ↪ Apologizing for or defending yourself or your behavior, unless you truly made a mistake
- ↪ Arguing
- ↪ Becoming angry
- ↪ Pleading
- ↪ Giving in
- ↪ Taking a bully's words at face value or believing a bully's misstatements
- ↪ Responding to phony issues
- ↪ Trying to appease or agreeing under pressure
- ↪ Stooping to his/her level
- ↪ Isolating you from others



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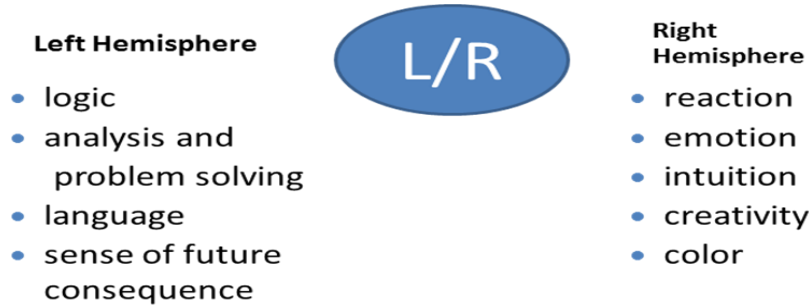
Commit To Handling Yourself, The Situation & The Bully

- a) **Ground** yourself
- b) Even if emotional, act **at ease**
- c) Smile and posture: **signals** to the other person **and** to you
- d) Assess
- e) Do not just react or respond, **change the dynamic** (*respond to attacks with questions*)

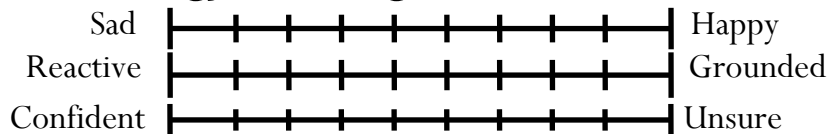
Questioning

- ✓ Avoids being cornered or put on the spot
- ✓ Controls
- ✓ Moves forward...ask a ? in the direction you want someone to think
- f) Straight-forward
- g) Ignore the tone/sniper words and address the issues
- h) Don't over-talk
- i) Leave if you've gone as far as you can

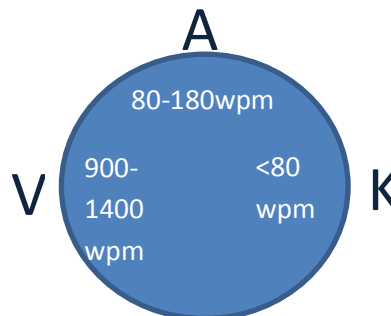
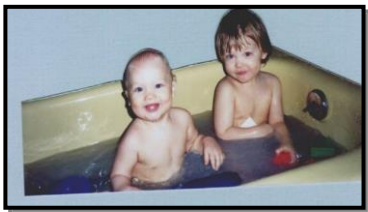
The Dynamics



Energy Contagion Meets Reaction



- | | |
|---|---|
| <p>1. Breathe + pause</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> L+R <input checked="" type="checkbox"/> Process adrenaline <input checked="" type="checkbox"/> Unhook from an in-kind match | <p>2. Ground yourself and shift the energy</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Alternate focus: frame of reference or response <input checked="" type="checkbox"/> Hidden danger of the professional focus |
|---|---|



3. Problem-solve without judgmental energy
4. Be careful the energy you send
- Approach dictates response
 - Clear your screen
 - Downsides of: control, judgmentalness, parenting, withdrawal

Bullying Policy Language: Initial Draft/Richard Birdsall, J.D.

Workplace bullying and harassment can inflict serious harm upon targeted employees, including feelings of shame and humiliation, severe anxiety, depression, along with other physical and psychological manifestations.

Accordingly, it is a violation of [Company] policy to engage in abusive conduct. This means acting on your own or in concert with others. Abusive conduct includes acts, omissions, or both, that a reasonable person would find abusive, based on the severity, nature, and frequency of the conduct, including, but not limited to:

- Repeated verbal abuse such as the use of derogatory remarks, insults, and epithets;
- Verbal, non-verbal, or physical conduct of a threatening, intimidating, or humiliating nature;
- The sabotage or undermining of an employee's work performance or opportunity for promotion or advancement.

Employees are encouraged to report "bullying" behavior without fear of retaliation.

Employees engaged in this behavior, or those who retaliate against an individual for reporting such alleged behavior, may be subject to disciplinary action up to and including termination.