

# Workplace Bullying: Naming the Problem

A First Intervention in Healing and Workplace Restoration

## Nova Scotia Government and General Employees Union (NSGEU)

Joan Jessome President, NSGEU  
Susan J. Coldwell & Kerry Johnson  
Contact: [scoldwell@nsgeu.ca](mailto:scoldwell@nsgeu.ca)

Institutionalizing Restorative  
Practices; Building Alliances  
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Working  
Towards  
Bully-Free  
Workplaces



**NSGEU**  
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# Background

- NSGEU recognition of problem
- World Health Organization cites bullying as a major public health problem.
- Bullying is a form of violence in the workplace, with a significant impact on productivity, workplace wellness and employee health.
- Interactive workshop provides education and strategies to deal with this common workplace problem

# The NSGEU, Nova Scotia's largest union

- Program uniquely member driven with facilitators trained from around the province, delivering province wide
- Two hour awareness seminar/ six hour workshop an excellent starting point in understanding workplace bullying.
- Both quantitative & qualitative data providing information for further development of restorative workplace practices

# Key Message

- Bullying is a form of workplace violence, therefore;
- It is an Occupational Health and Safety Concern; and
- Something *can* be done about it.

# Program Content

- Naming and Identifying
  - “5 + 2 Master Suppression Techniques”
- Health Effects of bullying
  - Physical, Emotional and Behavioral
  - Organizational
- Solution focus
  - Personal
  - Informal & Formal Remedies
  - Policy & Culture

# Stop Workplace Bullying

- Educate yourself
- Participate in developing a policy
- Communicate the policy widely
- Promote the policy to change the culture
- Be part of the change
- Build a bully-free culture
- Expose it
- **Stop It!**
- *No silent observers*

# Facilitator Comments

- Having presented a number of awareness sessions and workshops the material is very familiar; having participants come up at the end of a session to say a sincere thank-you means a lot.
- The evaluations use words like 'eye-opening', 'insightful', 'validating', 'informative' and "I learned a lot that I was not aware of before." this is why I do this within the union.

# Evaluation & Feedback

- Employers should be recognized for getting on board with the union to address and educate staff on bullying. Not only does the employer benefit from a bully free workplace so does the union and their representatives. We all need to create a positive, safe bully-free workplace.



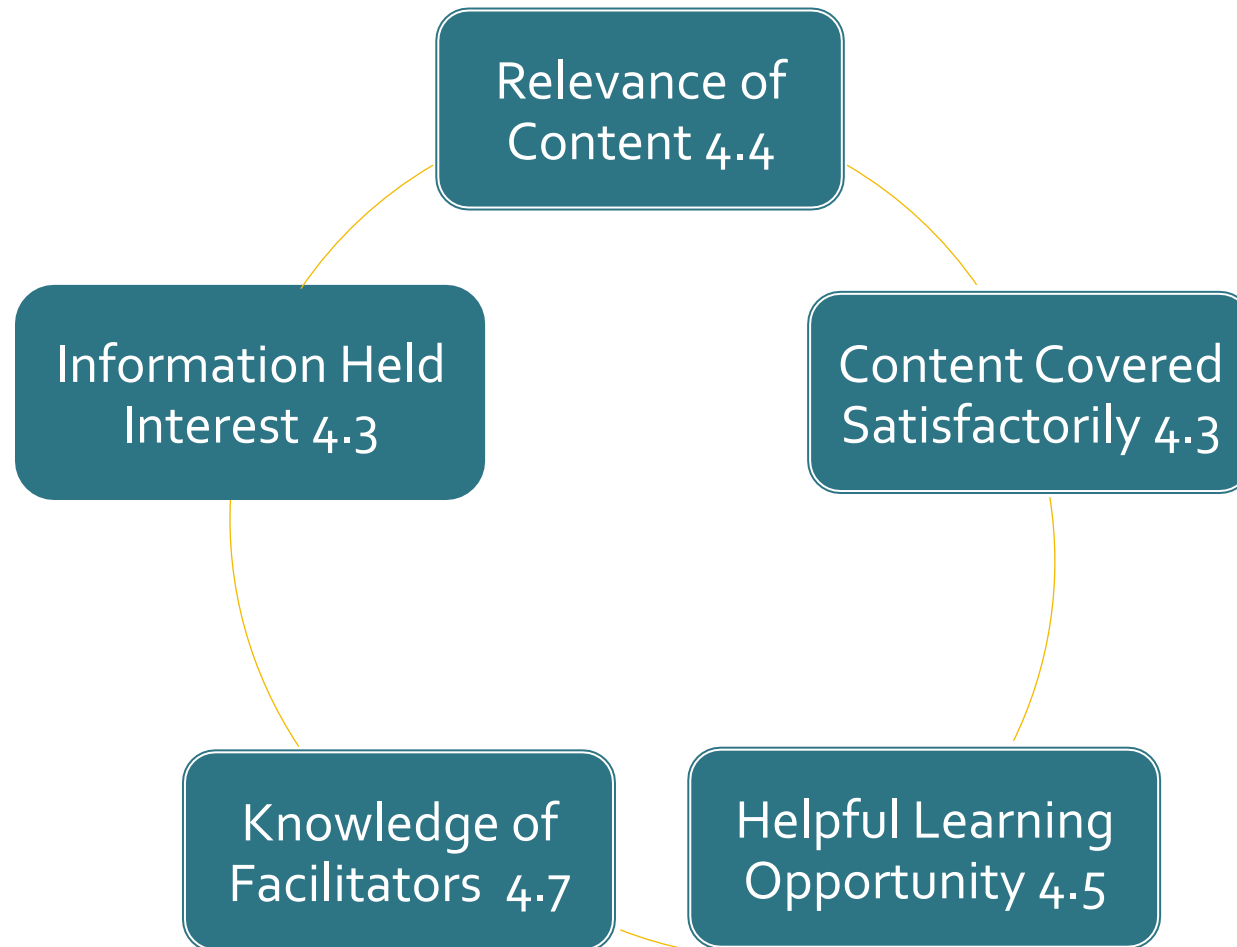
# Employer Comments

- The training sessions on Anti-Bullying or Bully Free Workplace were well presented and the facilitators demonstrated a wealth of knowledge and interest in the topic. We are now looking at carrying this presentation topic into the future and any assistance NSGEU can provide would be appreciated.
- I appreciated the opportunity to attend the information session and felt having managers *and* union members attend was helpful to everyone at the session.

# Participant Evaluation & Feedback

- The topic of workplace bullying needs to be addressed.... Employees need to feel respected and valued and the **workshop** is **ensuring** that employees and managers have the knowledge and information to know the causes of bullying in the workplace and how to make our workplace an environment where employees feel respected, valued and safe.

98.6% would recommend the program



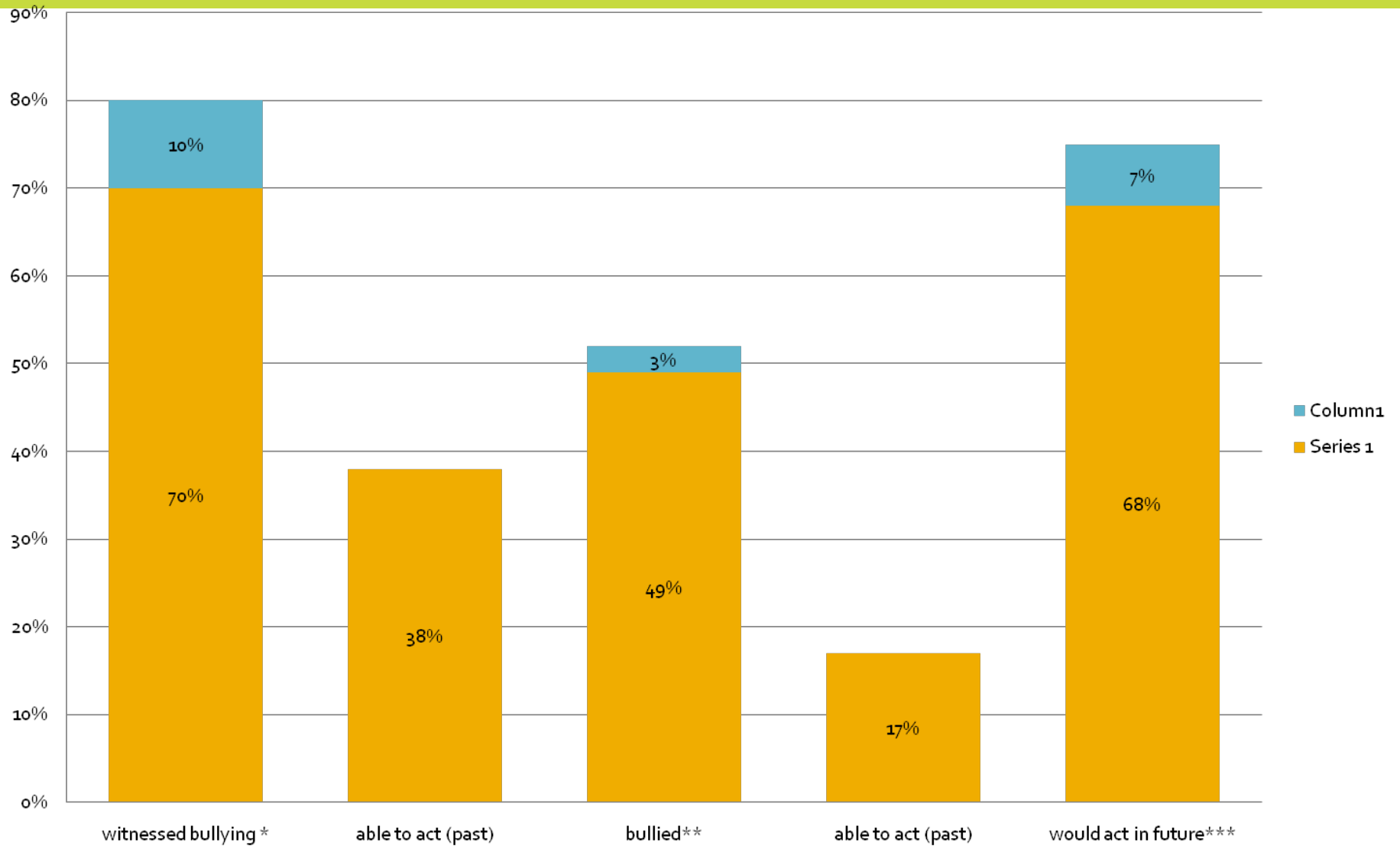
# Helpful Learning Opportunity

- ❑ As a new employee... I have already heard bullying is an issue. I was interested in this program to determine if it would be valuable in increasing awareness in the workplace – helping people to name it when it happens. This was great and what I had hoped for... It would be great to have more sessions... perhaps with individual teams. **Curious about the 6 hr. workshop**
- ❑ Education is desperately needed – not just for those being bullied but for the bullies themselves, especially as they are unaware. This session has been a source of **validation** for me.

# Knowledge of Facilitators

- Facilitators make information more relevant. Wonderful presentation. I was impressed with it, ...
- I really dreaded coming for two hours but was pleasantly surprised, the two facilitators were very good and enjoyable to listen to.
- Instructors were very educational on the bullying topic – real life examples and great information, helpful. Very well done.

# Quantitative Data - change as a result of attending program



## Able to take Action in Past 17 %

- Knowledge is a good thing. I will be more attentive to signs and symptoms of bullying. Now I have the knowledge to begin the process to correct same.
- I have no trouble speaking up when I feel someone is in a difficult situation to try to reach a solution. Thanks for giving those people a voice and helping others to recognize bullying behaviors either in themselves or others.”

## Willing to take action in future >68 %

- I feel more comfortable after this session. Do not feel so alone and realize **there is a process** now to take.
- A large topic. Insightful. A lot left to learn and I learned a lot. I am more likely to act.
- People need to feel **validated** and supported when they are victims. This workshop let us know we were not alone as I thought I was in my situation, but we have an organization to turn to.



# NSGGEU Leading Social Change

- Please continue this active and awareness program – things don't change overnight, first small steps towards peace and civility to broader community as well.
- Excellent information. If all workplaces made this **mandatory** – it may make people think twice before bullying. Especially if it seems nothing changes when bullying behavior occurs, if this could help even one person then it's worth it.

# Thank you

**Questions  
&  
Comments**

**Contact: [scoldwell@nsgeu.ca](mailto:scoldwell@nsgeu.ca)**