



# Bullying in the Workplace

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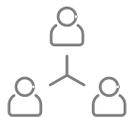
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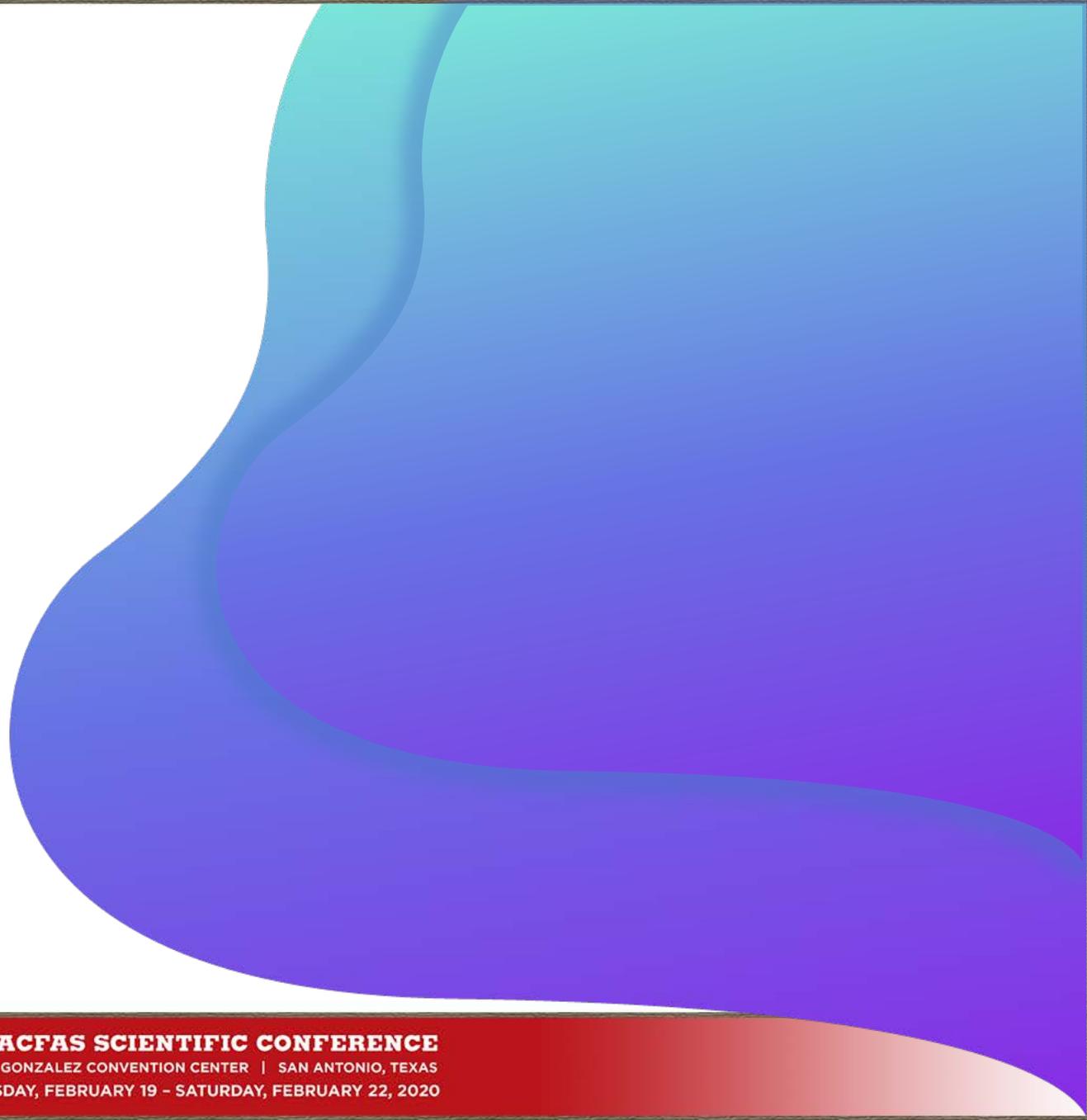


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# Bullying in the Workplace

*Common Problems and Solutions to a rising area of Hostile Workplace Complaints*



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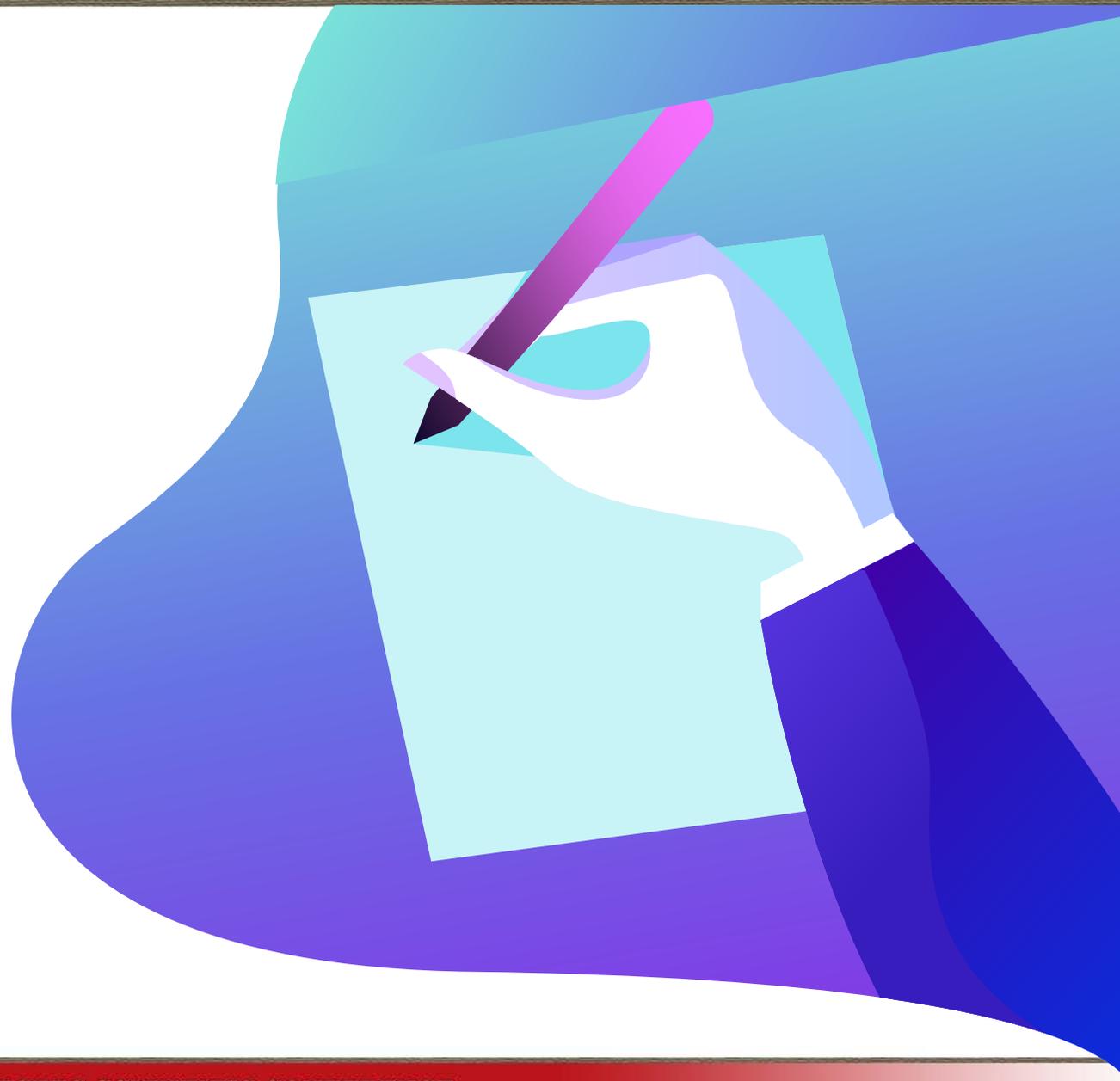
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## ISSUES COVERED

- What is bullying in the workplace?
- What are the effects of bullying in the workplace to individual employees and to the employer?
- Solutions and best practices to prevent bullying in the workplace.
- Awareness moving forward.



# 4x

**Workplace Bullying is four times more common than either sexual harassment or racial discrimination on the job**

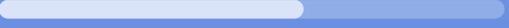
*Workplace Bullying Institute*

## Troubling Statistics

*75% of employees have either been witness to or the target of workplace bullying*

75% 

*On average, 65% percent of women have been harassed at work*

65% 

*75% of workplace harassment victims experienced retaliation when they spoke up*

75% 

*31% of bullying/harassment victims suffer mental illness as a result of the bullying*

31% 

## WHAT IS “WORKPLACE BULLYING”

Workplace bullying is a pattern of persistent, malicious, insulting, or exclusionary behaviors, intentional or unintentional, that the target perceives as intentional efforts to harm, control, or drive a coworker from the workplace.

## WHAT IS A “HOSTILE WORK ENVIRONMENT”

“Hostile work environment” consists of inappropriate behavior in the workplace that is either severe or pervasive enough to create an abusive work atmosphere for one or more employees.



# Common “Bullies”

## The Constant Critic Bully

*The constant critic is extremely negative and is known as a nitpicker, perfectionist, whiner, complainer, liar, and constant faultfinder*

- Uses put-downs, name calling, and insults about work product;
- Aggressive eye contact, glaring,
- Reacts negatively to contributions of others, especially the target; usually sighs, frowns, and peers over the top of eyeglasses;
- Accuses others of wrongdoing; passive aggressively makes target sit while he or she stands hovering and posturing over the target; and
- Overuses memos, e-mails, and messages to bury the target.





# Common “Bullies”

## The Two-Faced Bully

*The two-faced bully is a passive-aggressive type of bully that uses a dishonest style of dealing with people and issues. This bully feigns niceness while sabotaging the target.*

- Plays favorites and assigns meaningless and dirty tasks as punishment;
- Makes derogatory, rude, and hostile remarks toward the target while putting on a rational face for everyone else;
- Shares private information about the target with coworkers and bosses;
- May create a special personnel file of the target that has defamatory information that may sabotage the target’s career; and
- Steals credit for work done by the target or other coworkers.



# Common “Bullies”

## The Opportunistic Bully

*The opportunistic bully is the most common workplace bully. This individual is highly self-centered. Opportunist bullies develop by reading cues in the competitive and political workplace.*

- Opportunistic bullies are capable of being friendly, helpful, charming, and caring.
- Opportunistic bullies justify their behavior as survival instincts: “It’s all part of the game.”
- Opportunistic bullies usually have allies willing to bypass any punishment, and supporters think that they can do no wrong.
- Opportunistic bullies know when to stop bothering others if the organization starts to catch on and start punishing bullies for the mistreatment of others



# Impact of Workplace Bullying

*The negative impact of bullying affects both the target of bullying as well as the company.*

## IMPACT ON EMPLOYEES

*Victims of bullying experience significant problems financially, mentally, and physically:*

- **High levels of stress; post-traumatic stress disorder (PTSD);**
- **Financial problems due to missed work and medical appointments;**
- **Sleep disturbances; and**
- **Mental Health Issues like depression and anxiety.**

## IMPACT ON THE EMPLOYER

*The company also suffers when bullying occurs:*

- **Reduced productivity and motivation;**
- **Increased use of sick time, health care claims and Leaves of Absence (LOA);**
- **Increased risk of legal action and costly claims;**
- **Decreased morale; and**
- **Increased turnover.**



# Solutions and Best Practices

**Bullying behavior only exists if the company culture allows it.**

## WHAT SHOULD A VICTIM OF BULLYING DO?

- Keep a record of the events and document the interactions with the bully;
- Speak up or confront the Bully;
- Make a complaint to Human Resources or a supervisor;
- Find a new position!

## WHAT CAN MANAGEMENT DO TO FIX ORGANIZATIONAL CULTURE?

- Identify the problem.
- Adopt a Workplace Harassment Policy that allows employees to safely and confidentially report harassing activity;
- Raise awareness in the group about bullying in the workplace; and
- Be transparent with employees about the policies and treat all employees equally.





# Raising Awareness

**Now that you know how pervasive the problem is, here are some ways to raise awareness:**

- Learn your organization's policies regarding workplace harassment;
- Make sure all team members know your organization's policies regarding workplace harassment;
- Talk with team members about the workplace harassment, speak about your own experiences and elicit them to share their experiences;
- Schedule regular periodic training sessions to keep this issue in the forefront among all team members.





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