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# BULLYING IN THE WORKPLACE

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### Introduction

### PART 1

#### 1. Workplace bullying

- What is workplace bullying?
- What are the differences between bullying, workplace violence, discrimination & harassment?
- How prevalent is bullying?
- Who are the bullies?
- Why has workplace bullying only recently become a major issue?
- How is Australia tackling this issue?

#### 2. Types of bullying

- The different types of psychological bullying? (Chronic/serial, opportunistic, self-preserving, sergeant-major, organisational/corporate, client, group/gang, pair, secondary, financial, cyber)
- Do men and women bully differently?

#### 3. Why bullies bully

- How do people become bullies?
- Do bullies always know what they are doing?

#### 4. 'It was only a joke!'

- How can I tell if I am being bullied?
- Where do I draw the line?
- Am I being over-sensitive?
- Should I stand up to the bully?
- What if the behaviour continues?

#### 5. 'Why me?'

- Why did the bully pick on me?
- Did I do something to start the bullying?
- Is it my fault?
- Can I do anything about it?

#### 6. Bad for your health

- What are the effects of bullying on the victim?
- What is prolonged duress stress disorder (PDSD)?
- How else will the bullying affect me?
- Can bullying affect me financially?

#### 7. Consequences for business

- What are the costs of workplace bullying?
- Who pays?
- Why is there such an increase in workplace bullying?
- What are the management styles/workplace cultures that encourage bullying?
- What is the difference between bullying and tough management?
- Are there particular work cultures where bullying flourishes?

#### 8. Co-workers and bystanders

- Why do some co-workers ignore bullying?
- Do most victims receive support from co-workers?
- How can I support a bullied colleague?
- Why should I get involved?

#### 9. Employers' 'duty of care'

- As an employer, what are my responsibilities and legal obligations with regard to bullying?
- What are my rights?
- What can I do if an employee complains of bullying by a manager?
- How can I best help the victim?
- What should I do about the bully?
- How do I recognise stressed or bullied staff?
- What can I do to prevent employees from manipulating the system?

#### 10. Victims – choices to make

- What choices do I have?
- It's my word against the bully's – how can I prove anything?
- Where do I report this problem?
- What if I work for a small company (less than ten employees) and the owner is the bully?
- How can my family and friends help me?

- How can I help myself?
- I've had enough - should I confront the bully before making an official complaint?
- What response should I expect?
- I have an interview with my manager/the CEO and the bully – what can I expect?

### **11. Unions**

- What can a union do if I am being bullied?
- What can I expect of my union representative?
- What if my union says I don't have a case?
- What happens if I'm not in a union?

### **12. Legal options**

- What are my options?
- How do I make a WorkCover claim?
- If my claim is approved, do I need legal advice?
- Will I be sent to a psychiatrist?
- Who pays all my medical expenses, and what am I entitled to claim?
- What can I do if WorkCover says I can return to work but I'm not ready?
- What if my claim is rejected?
- If conciliation does not work, what legal avenues are open to me?
- What happens at the Magistrates' Court?
- Are any other legal avenues available for victims of bullying?

## **PART 2**

### **13. The bully – is there another way?**

- Am I a bully?
- Why do I behave this way?
- What can I do to change?
- Can I sustain this change?
- What can I do to manage my anger?
- How can I communicate better in my workplace?

### **14. Survivors – leaving the past behind**

- What choices do I have?
- How do I drop the baggage and go forward?
- How can I get over my depression and regain my self-esteem and confidence?
- How do I face collecting my personal items from work?
- How do I face returning to work?

### **15. Employers – where to from here?**

- Where do I start?
- What needs to be included in an anti-bullying policy?
- How can I ensure that the policy will be effective?
- What can I do to prevent or minimise further bullying in my workplace?
- What other things can I do to keep my staff happy?

### **16. Personal journeys**

Four survivors tell their stories (April/Janine/Denise/Simon)

### **17. What the practitioners say**

2 GPs, 2 psychologists and a physiotherapist give their views.

### **18. The employer view**

Small business owners, a lawyer, an equity and justice professional, and a human resources manager give their views.

## **Conclusion**

**Appendix A:** Australia: tackling workplace bullying

**Appendix B:** Australian laws relevant to workplace violence, harassment and discrimination.

**Appendix C:** Where to get help

**Appendix D:** Human Synergistics information

## **Bibliography**

## **Endnotes**