FIRST SUN EAP

Leadership NEWSLETTER

We Help People **Be Better** at Work

October 2019 Issue | Support and solutions for workplace issues. | **Subscribe** to this newsletter.

Anti-bullying: The Be Kind Movement

"Transparency, honesty, kindness, good stewardship, even humor, work in businesses at all times."
— John Gerzema

Take a Stance

Just be kind: a simple, yet powerful message. The Be Kind Movement started in schools and has snowballed worldwide as a force for positive change. It remains a relevant

message for us in the workplace, as 37 percent of American workers have reported being bullied at work. That's an estimated 54 million people! A kind, anti-bullying culture at the workplace doesn't just make it a nice place to work – it can save your organization from loss of productivity, turnover and the related financial impact of potential legal actions. As a workplace leader, you have influence and responsibility. Take a stance against bullying and strive for a workplace culture that values kindness and corrects disrespectful behavior.

Praise and Show Gratitude When You Spot Someone Doing These Things:	Give Feedback and Ask for New Behavior When You Spot Someone Doing These Things:
Giving a team member a compliment.	Dismissing another's idea.
Patiently explaining something when others are slow to catch on.	Habitually interrupting others.
Including another team member.	Being impatient with others.
Cleaning out the microwave or refrigerator or another similar task.	Tricking, insulting or ridiculing another.
Being a cheerleader for someone else's idea or project.	Purposely leaving others out.
Asking for another's opinion.	Insisting on always being "right."
Giving a coworker a break.	Continually ignoring others.

Educate Your Team About Your Organization's Anti-Bullying Policy
This policy should be clearly displayed in the workplace and should be supported with procedures that allow the policy to be implemented, such as complaint handling, investigation and issue resolution procedures. A policy can be brief or more detailed, depending on the organization's needs and size. It should include the following:

- The organization's commitment to providing employees with a safe and healthy work environment free from workplace bullying or harassment.
- A statement that all employees are entitled to be treated with dignity and respect by their colleagues, superiors and clients, and therefore bullying is inappropriate and will not be tolerated.
- A definition of bullying with examples of bullying behavior.
- A statement that bullying causes risk to the health and safety of employees.
- A commitment that bullying allegations will be treated seriously and investigated promptly, confidentially and impartially.
- A statement that supervisors and managers are responsible for making sure bullying does not occur in their work areas.
- Encouragement to workers who experience or witness bullying behavior to report it.
- Education about how reporting bullying is a legitimate and positive contribution to workplace well-being and assurance that employees who make complaints will not be victimized.
- An outline of the types of disciplinary action that will be taken against a person

who:

- Bullies or harasses a worker
- Victimizes someone who has made a complaint
- Makes malicious complaints.

- The name and contact details for a Contact Officer, if one has been appointed.

Anti-bullying: The Be Kind Movement 1-2-3

1. Take a stance. As a leader in your workplace you have influence. Use it to inspire a workplace culture that is based on kindness.
2. Use your leadership influence to shape kind behavior and curb disrespectful behavior.
3. Follow your organization's policy. Educate your team about bullying. Encourage team members to say something if they see something.

Workplace bullying refers to repeated, unreasonable actions of individuals or a group directed towards an employee or a group of employees, which are intended to intimidate and create a risk to the health and safety of the employee(s). It may seem that bullying and harassment are basically the same thing, but they are not. Harassment is illegal; bullying in the workplace is not. The only way that bullying can currently be illegal is if it involves some type of specific harassment based on race, religion, sex, age, disabilities, etc. The dedicated organizational consultants at First Sun EAP are available to assist you in setting up training for your staff on this and other topics. Just give us a call toll-free at **800-968-8143**.

How helpful was this article?

lowest 1 2 3 4 5 6 7 8 9 10 **highest**

Sorry, voting is closed.

(Make your vote count! Subscribers please vote while viewing in your email inbox.) *If you found this article helpful, **share it** with a colleague or family member!*

We'd like to hear from you! **Submit a topic** that would benefit your team or a leadership topic you'd like to read about.

WHERE DO I GO FROM HERE?

At First Sun, our risk management consultants regularly collaborate with human resources and management on ways to address challenging workplace issues like the following:

QUESTION:
I just had lunch with one of my team members. She was filling me in on the team. I have only been a lead for this team for a short time. I appreciated her giving me "the scoop." She described working with a young man named Vernon.

"Vernon and I have shared a cubicle for over a year. In all that time, I don't think he's spoken more than one complete sentence to me. He never smiles. I mean, lighten up! Just to show him how silly he was being, I started sending him funny emails. And, you know what? He never responded. He never acknowledged them and his desk is only four feet away from mine! I hope you don't give us projects to work on together. The previous team lead did, but Vernon is so unapproachable, I learned to just do the projects by myself. It's worth it, so I don't have to deal with him."

Is this something I should address? Could this be a personality conflict? I don't have any proof other than her side of the story. I don't want to say something and have her experience any repercussions.

ANSWER:
The behavior she is describing: not speaking, not smiling and not acknowledging interaction, has resulted in her avoiding working with Vernon and disrupting the work process and probably the team performance. That is indeed something to address. It is okay to address any behavior that negatively impacts an individual's or team's performance.

However, it is understandable that you are hesitant to address behavior you yourself have not witnessed and don't fully understand. You are only getting information from her perspective. What if Vernon is uncomfortable receiving this attention from *her*? Leaders must strive to be neutral and objective and avoid coming to conclusions until all information has been gathered. Begin by sharing with the entire team your expectations regarding teamwork, collaboration, and communication. Monitor not only Vernon's interactions but all team members interactions. Praise and show gratitude when team members collaborate and communicate. Give feedback and ask for new behavior when

you observe team members ignoring or excluding one another or acting in ways that negatively impact the team.

Educational Materials for your Employees
Downloading and distributing these materials is an easy way to keep your employees informed and more likely to use their EAP benefit!

Get your point across. Communicate effectively.
Poster | **Slide**

Employee Orientation Video
Enlist the help of this brief video to get employees oriented with their EAP program.

Upcoming Events and
OPPORTUNITIES

SERIES II:
TOOLKIT

Read more.

First Time Leader Series
Series II: Toolkit

Add the leadership skills you need to be a better leader

- Build trust with individuals and your team.
- Learn prevention and management techniques for unprofessional behavior, disrespect, gossip and manipulation.
- Create an environment where individuals are challenged to learn, grow and contribute.

If you or someone you supervise is in charge of improving productivity, morale and workplace culture, **sign up** today! Space is limited to 20 participants.

Groups & Individuals – Get Your Savings Code Here!
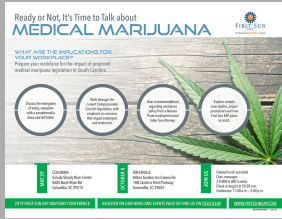
2019 Advisory Conference
Ready or Not, It's Time to Talk about Medical Marijuana

What are the implications for your workplace?
Prepare your workforce for the impact of proposed medical marijuana legislation in South Carolina and learn how First Sun plans to assist.

October 8 in Greenville
Register | **Flyer**

Introducing Be Better NOW
The digital EAP platform to boost your organization's well-being initiatives

- Evidence-based tools created by experts
- Employees can identify issues and set goals for over 30 well-being goals, anywhere, any time
- Employees use CBT and self-directed learning tools and can call First Sun EAP for support
- Employers have seamless implementation and reports on engagement, ROI and key results

Learn how to increase the value of your EAP investment with **Be Better NOW**.

SET UP A SHORT DEMO.

FEATURED TRAINING: Compliance Training
Workplace Bullying and Gossip

- Define workplace bullying, when is it illegal and which laws cover it
- Identify bullies, their actions and power over others
- Physical and non-physical threats
- When the manager is the bully
- How gossip is used to bully
- Protect and restore the victims to whole
- How First Sun can be part of the solution

Help your organization reach its full potential with our training!
Catalog | **Request a Training** | Call 800-968-8143 for a free quote.

Receive one HRCI or SHRM credit

Sign up for a live webinar. Learn about all the EAP features and benefits available to your organization, employees and their families. We'll discuss EAP features, benefits and an implementation plan.

Share your story!

We love to hear that people's lives improved after using our services! Inspire someone to use their EAP benefit by sharing your experience. **Share today!**