

PSA LINK

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PSA SHOP STEWARD NEWSLETTER

How a shop steward can assist in resolving workplace bullying

Bullying at the workplace refers to conduct, behaviour and demeanour directed at an employee by another employer, a superior or the employer which can be reasonably found to be offensive, hostile and unrelated to the employer's legitimate business interests or work activities.

This includes verbal and physical that can reasonably be found to be intimidating, humiliating, amounts or relate to gradual undermining and sabotage of a person's work and creates health and safety risk. Included in the verbal conduct that amounts to bullying at the workplace are verbal abuse, derogatory remarks, insults, unwelcome nicknames, labels and epithets and humiliating remarks, unfounded and groundless criticism. Physical conduct that amounts to bullying at the workplace includes attacks, threatening physical behaviour and intimidation. These are referred to as direct bullying. Indirect bullying includes acts such as emotional manipulation, gossiping and manipulation of information. Examples of indirect bullying include

- Copying emails that are critical of someone to people who do not need to know
- Making threats or comments about job security without foundation
- Preventing individuals progressing by intentionally blocking promotion or training opportunities.

Destructive communication intended to or resulting in demeaning and humiliating a person include:

- Yelling, cursing and swelling
- Blaming an individual for the mistakes of others
- Taking credit for the victim's work
- Ridiculing through an unsubstantiated criticism
- Attack's on the victim's self-esteem
- Refusal to delegate or removal of responsibilities
- Unrealistic work demands.

In other words, bullying is any behaviour that is unwelcome or inappropriate and that any reasonable person may perceive as intimidating and humiliating even though it may not have been with the intention to harass. The impact of the behaviour on the recipient or the victim is the key determinant that the behaviour amounts to harassment.

Representing a member suffering bullying

Document the facts from the member. Keep a record of all incidents, the times, places, circumstances, witnesses, actions and impact and try to avoid generalisations. Note down any patterns of abuse

Assist in ensuring the safety of a member by speaking to a supervisor or HR

After consultation decide on the way forward

Start with facts and be truthful with your story
Begin by describing two or three incidents you've documented. Highlight incidents that show the pattern and use verbatim quotes whenever possible. Stick closely to the facts as they add more credibility than your opinions.
Ensure that everyone involved understand the consequences of their actions

And get a commitment to create a positive, productive workplace.

Source: <https://www.fin24.com/Economy/8-steps-to-help-you-tackle-a-workplace-bully-2020105>

