

“Bullies, Bosses, and Bad Behavior..
 OH MY!!”

PRESENTED BY:
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Disclaimer 1:

Over my 37 year career, I have had some AMAZING bosses. Bosses that were mentors, friends, teachers, and those are the people that inspired todays presentation.

I became fascinated with what makes the employees thrive and develop into leaders. Leadership, (not management) makes a community successful!

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Disclaimer 2:

I did not write, produce, or star in, the classic movie the Wizard of OZ.

HOWEVER, THERE ARE SO MANY LIFE LESSONS IN THE MOVIE WE CAN LEARN FROM. TODAY, WE WILL USE SOME OF THOSE LESSONS TO NAVIGATE BULLY BOSSES.

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Session Objectives

- List what bully behavior in the workplace is, along with examples. What is the difference between a direct boss and a bully boss?
- Describe how to navigate the workplace bully, while keeping your health and self esteem intact.
- Learn to conduct yourself in a way that takes away the bully's "power."
- When to move on.

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**Make No Mistake:
A bully boss affects your whole family...**

1. MY SON SEAN WAS LISTENING TO EVERYTHING I WAS SAYING...AND GETTING AN UPSET STOMACH FROM IT.
2. MY SON JACKSON AND I WOULDN'T SEE EACH OTHER FOR 5 DAYS AT A TIME.I WAS WORKING AT LEAST 12 HOURS A DAY.
3. MY HUSBAND AND DAD WERE GETTING CONCERNED WHEN THEY HEARD WHAT WAS GOING ON.

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"There's no place like home..."


WHO ARE YOUR CAST OF CHARACTERS? WHO IS YOUR HOME?

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My Mom as Glinda

As a second generation LNHA, my mom was my greatest teacher.

She was the greatest teacher, person, friend, mom, colleague I have ever had.




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Sean, Dad, & Jackson

Sean- the scarecrow
My dad- the tin man
Jackson- the lion



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Husband Jack: the Wizard

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“My goodness, what a fuss your making. Well naturally when you go around picking on things weaker than you. Why, you’re nothing but a big coward.”

And isn't this true? Only a coward picks on the people they are supposed to support, teach, and lead.

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How common is workplace bullying?

30% of Americans have been bullied at work. Of that 30%, 76% work in the healthcare environment.

WE HAVE A LOT OF WORK TO DO.

Reference: How to Deal With a Workplace Bully, <https://martinezlawcenter.com/how-to-deal-with-a-workplace-bully>

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What is the difference between a bully boss and a direct boss?

<p>Direct Boss</p> <ol style="list-style-type: none"> 1. Intent- to teach 2. Tone- Firm 3. Delivery- Usually low in volume and in private. 	<p>Bully Boss</p> <ol style="list-style-type: none"> 1. Intent- to embarrass 2. Tone- condescending 3. Delivery- loud or quiet, but usually in front of people.
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Bully Boss v. Direct Boss

Direct:

"I need to know from you...what is it about you that you think its ok for this building to smell like piss and shit? And of you think my reaction is strong...just wait until tomorrow. "

Bully:

"I am very concerned about the odor in this building. Can you tell me what you know about it and what we are doing to solve it?"

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The Top 3 Bullies in the Workplace:

1. **The verbal abuser:** uses insults, yelling, and poor language to humiliate and intimidate.
2. **The backstabber:** Appears friendly at first but says negative things to undermine you.
3. **The gatekeeper:** purposely withholds training and information to maintain control or authority and prevent you from performing your job effectively.

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"You have no power here! Be gone before someone drops a house on you too!"

3 Fool proof techniques for the Verbal Abuser:

1. ASK THE BULLY TO REPEAT WHAT THEY HAVE SAID TO YOU.
2. LET THE BULLY KNOW YOU ARE TAKING NOTES TO REMEMBER WHAT WAS SAID.
3. RESPOND WITH: "MY APOLOGY, I AM NOT USED TO BEING SPOKEN TO THAT WAY."

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Verbal Abuser, continued:

1. DOCUMENT EACH INCIDENT
2. REVIEW THE ORGANIZATION'S HANDBOOK, SEE IF THERE IS A POLICY ON BULLYING
3. ALWAYS STAY CALM AND PROFESSIONAL, NEVER ALLOW A BULLY TO CHANGE YOUR BEHAVIOR
4. SEEK SUPPORT FROM TRUSTED CO-WORKERS (CAREFULLY)
5. PRACTICE SELF CARE (JOURNALING, MEDITATION, DEEP BREATHING, AROMATHERAPY)

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The Backstabber :

Backstabber behavior is characterized by someone who seems to be overly friendly and engaging. Any information they gather can be used against you.

Example:
 "Amy, can you help me with this excel spreadsheet? I just want to make sure it is correct. You know how much I love my pen and paper. I appreciate you!"

How that was translated/used:
 "Stephanie doesn't know how to do her job. Everyday, we have to come in and do her job for her."

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The Backstabber, continued:

Example:
 "I really need to work. My husband is semi-retired, and I carry the insurance for our family.

DON'T ENCOURAGE A BULLY BACKSTABBER!!!

1. DON'T STATE YOUR WEAKNESSES
2. OPENING UP TO CO-WORKERS TOO SOON
3. TRUSTING STAFF MEMBERS THAT SEEM TO BE ENGAGING

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Combat a Bully Backstabber:

1. BE A SURVIVOR
2. SAY LESS...SERIOUSLY, SAY LESS

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"If you don't have a brain, how can you talk?"

"Well some people without brains do an awful lot of talking."

Gatekeepers: Gatekeepers purposely withhold training and information to make themselves more "valuable", smarter, or look better.

When you do ask a question or ask for help, the gatekeeper makes you feel inferior.

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Classic Gatekeeper Behavior :

1. "Didn't you already ask that question?"
2. "Did I already tell you that?"
3. "I don't know why you are not catching on to this...its so easy."

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Ways to Combat the Behavior Gatekeeper:

1. TAKE EXCELLENT NOTES WHEN TRAINING TO REFER BACK TO.
2. ASK IF THERE IS ANOTHER "SENIOR" ASSOCIATE THAT COULD POSSIBLY BE OF SUPPORT
3. DON'T WAIT UNTIL THE LAST MINUTE THE LAST MINUTE FOR ASSIGNMENTS, ASK QUESTIONS ALONG THE WAY. TAKE NOTES OF THE RESPONSE..IS THE FEEDBACK HELPFUL?

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"And for you my fine friend, you are a victim of disorganized thinking. You are under the unfortunate delusion that because you run away from danger, you have no courage. **You are confusing courage with wisdom.**"

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When is it time to move on?

1. THE BULLY IS AFFECTING YOUR PHYSICAL AND MENTAL HEALTH.
2. THE BULLY BOSS AND LEADERSHIP HAVE A RELATIONSHIP (PARENT/CHILD, DATING, PERSONAL FRIENDS, ETC.)
3. JUST BECAUSE THE BULLY RECOGNIZES THEIR BEHAVIOR, DOESN'T MEAN THEY WANT TO CHANGE IT.

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Fail Proof Method to know when to move on.....

- What advice would you give your children if they were experiencing bullying at work?
- As a person of faith, I knew my angel mom was watching over me. I knew she was watching what was happening, and she knew I knew better.
- ...and you know better, too.

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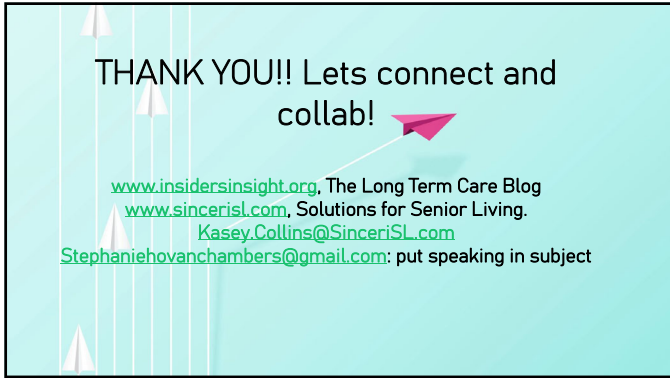
The Healthcare Environment is difficult ...

1. STATE REGULATIONS TO FOLLOW AND MEET, WITH A LIMITED BUDGET.
2. BUDGETS AND CENSUS GOALS TO MEET
3. STAFFING CHALLENGES/ DIFFICULT FAMILY MEMBERS

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"You have always had the power my dear, you just had to learn it yourself."

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