

harassment in the workplace: how to identify and take action against it

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forward thinking at work™

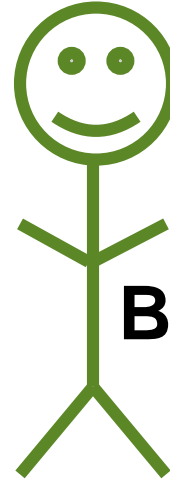


overview

- about psychologically safe workplaces
- about harassment and bullying
- bystander interventions
- barriers to a positive workplace
- what to do if you feel harassed

13 psychosocial factors for psychological health and safety

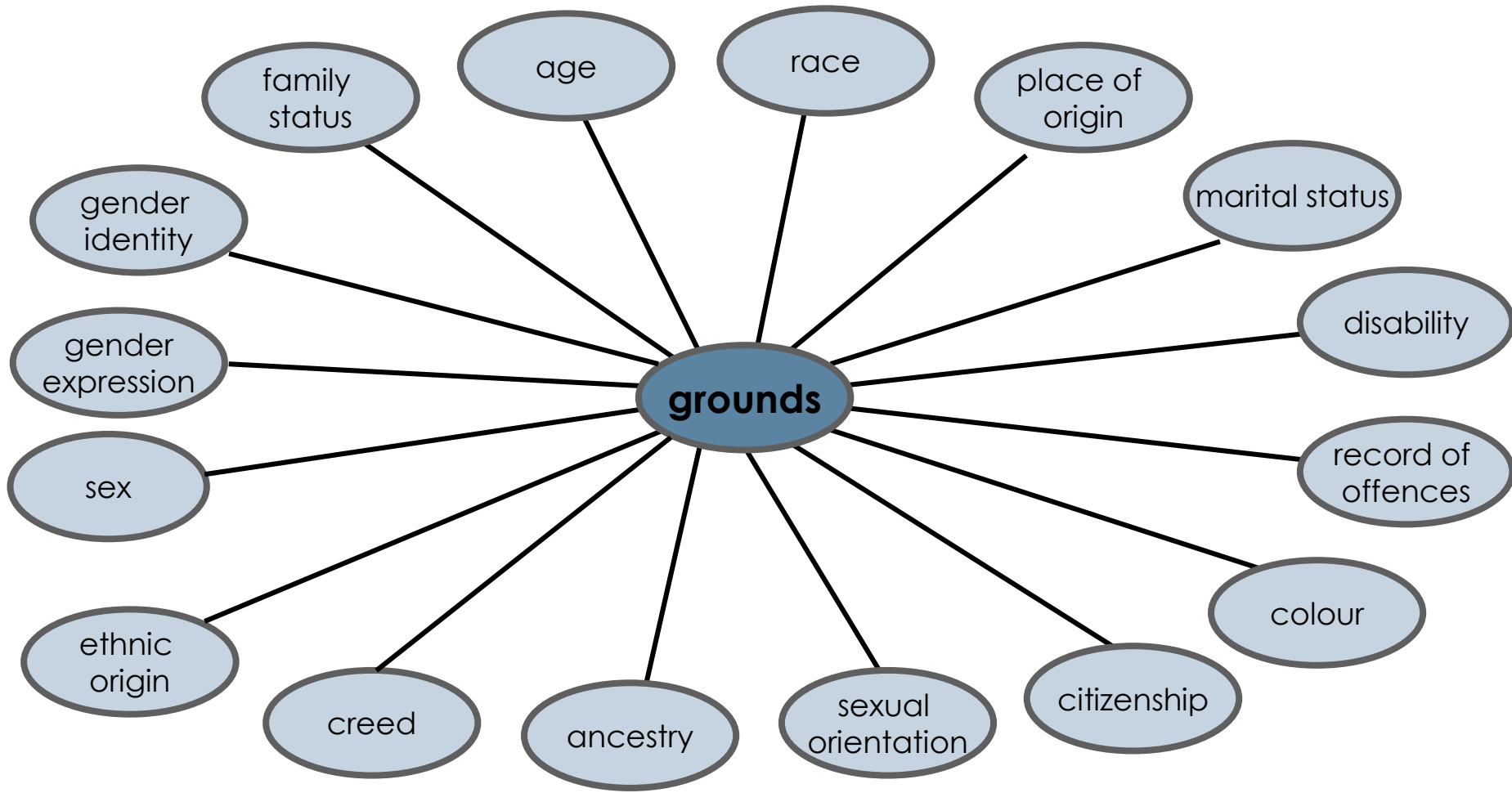




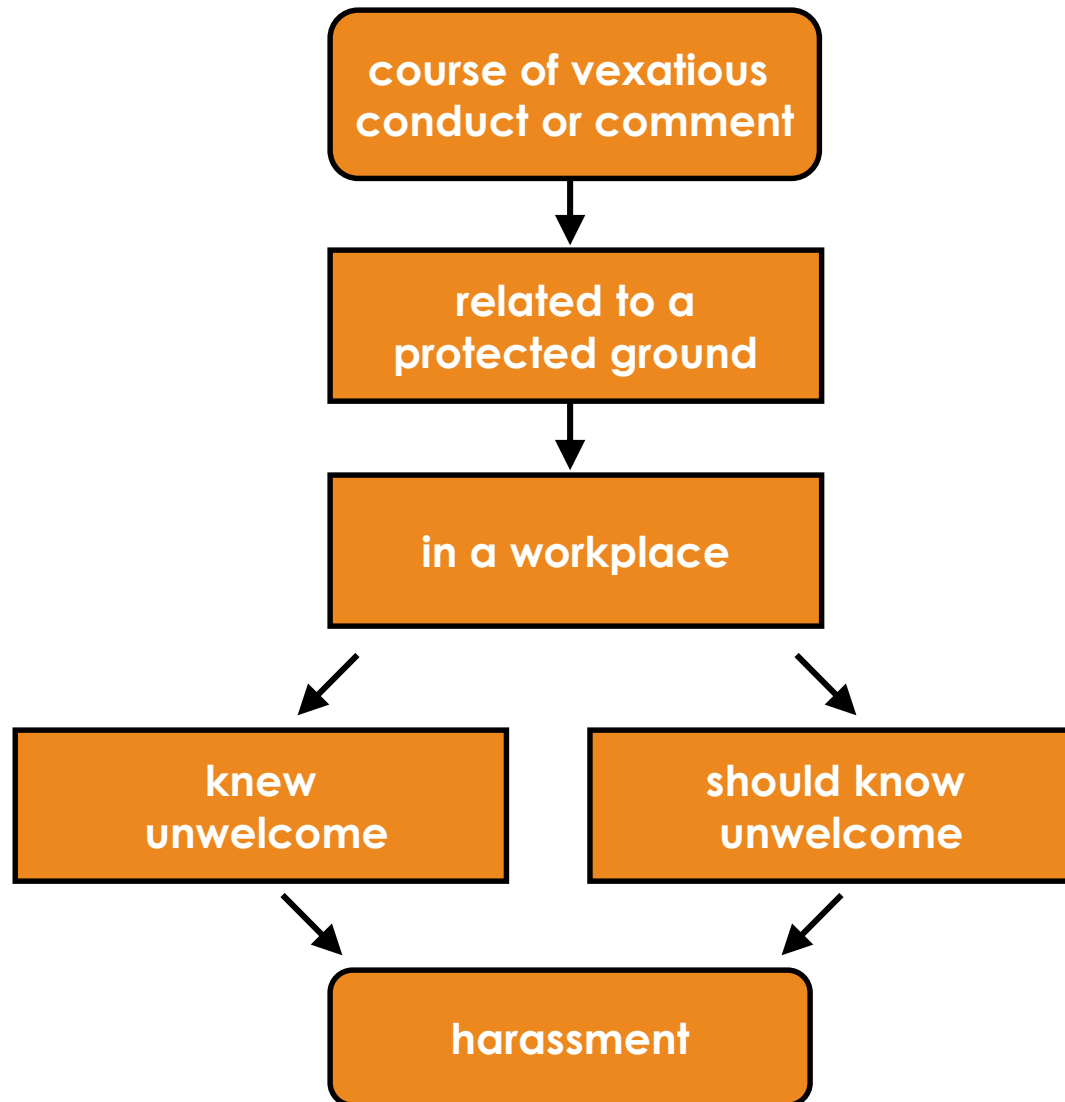
discrimination and harassment



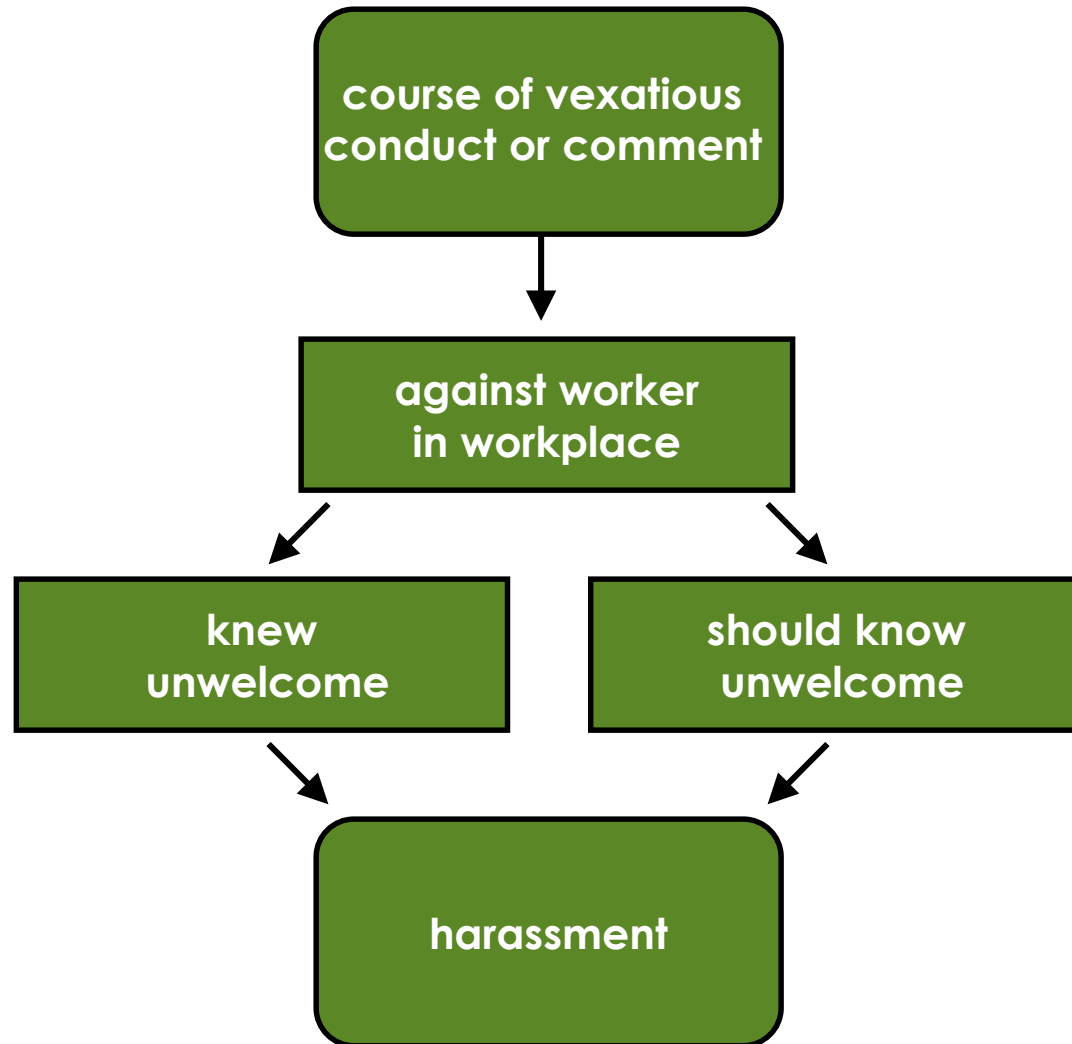
grounds of discrimination



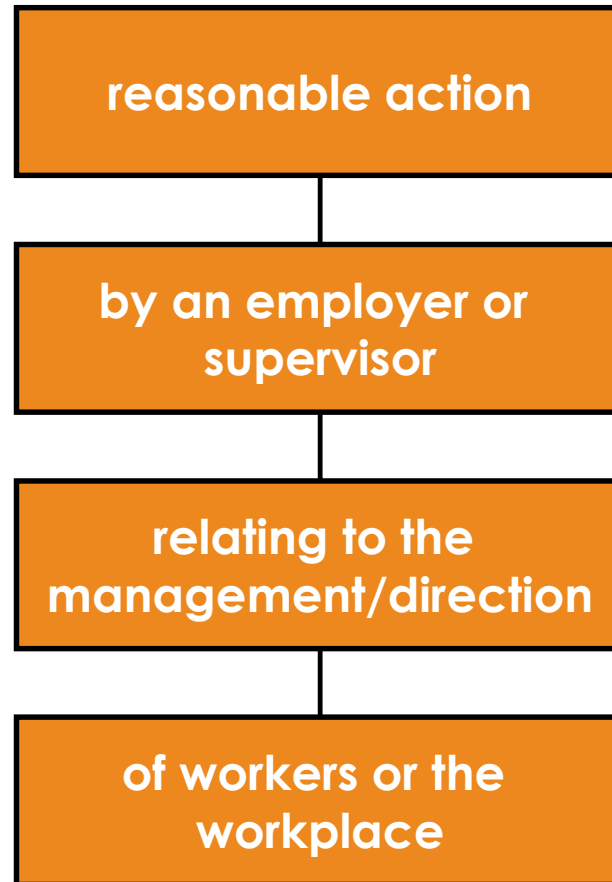
OHRC: discriminatory harassment



OHSA: workplace harassment



what is not workplace harassment



breaking down the definition

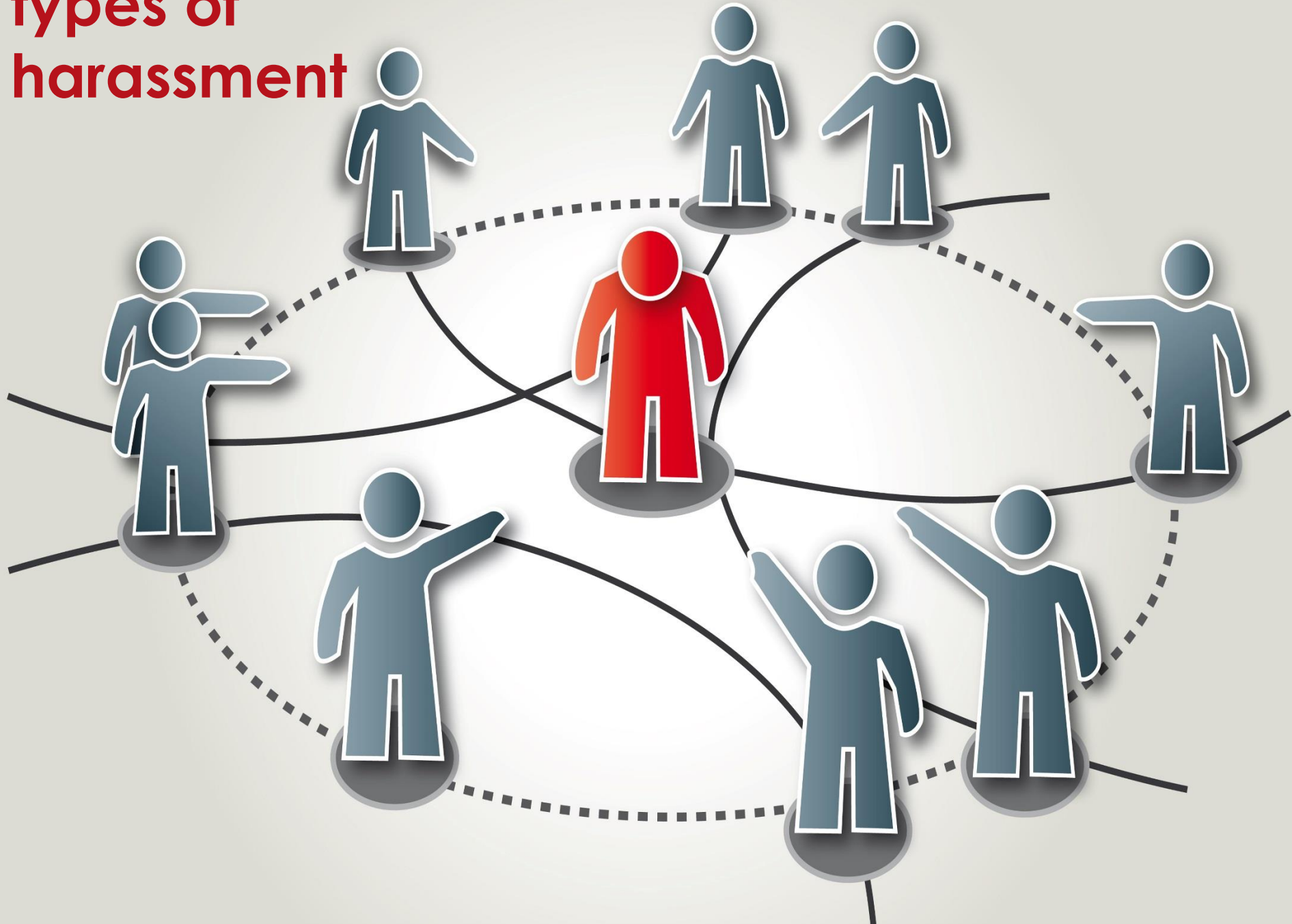


intention

intent doesn't matter: only the impact matters



types of harassment



verbal

- verbally abusive behaviour such as screaming or yelling
- insults and name calling
- swearing and using offensive language
- using a disrespectful tone of voice
- mocking or mimicking someone

non-verbal

- using disrespectful body language such as sneering, smirking or a cocky smile
- staring or glaring
- turning away from the target before he or she finished speaking
- crossing arms aggressively
- finger pointing

physical

- slamming a hand down on the table
- making little or no eye contact with the target
- throwing temper tantrums

physical

- workplace pranks
- tampering with someone's work area or equipment

psychological behaviour

- dismissing someone's thoughts or experience
- cyber bullying
- gaslighting
- character assassination
- Jekyll and Hyde behaviour

group behaviour

- turning others against the target
- exclusion or ostracizing someone
- gossip and nitpicking about someone

supervisory behaviour

- using otherwise legitimate management tools to target someone
- applying a different standard
- excessive favouritism

supervisory behaviour

- unwarranted and excessive criticism
- micro management
- constantly assigning the worst or lowest level jobs

poisoned working environment

- hostile, intolerable work environment
- disrespectful behaviour that's not targeted at an individual

case studies



let's play ball

A group of employees and managers enjoy a variety of after-hours social events, including a summer baseball team, regular lunches together and Friday evening drinks after work. It is an unwritten rule that if you want to get ahead, you need to participate in these events.

During these social gatherings the group engages in friendly banter, some of which is somewhat sexual in nature. They tease each other and make comments about their respective love lives (or lack thereof) and attempts to lose weight.

Although she initially went along with the banter, Sunh quickly became uncomfortable and told the other members of the group that she didn't like the tone of some of their jokes. In response, they stopped joking around with her altogether and no longer invited her out for lunch or drinks.

Sunh approaches her manager and tells him she is uncomfortable with what is happening but says she doesn't want to file a formal complaint because she thinks it will get worse. She just wants him to know.

fried chicken

Nathan, Eric and Tyrell are getting ready for their lunch break. Nathan is Black and his co-workers are white. Eric says out loud, *“Guys I’m starving! Hey, Nathan – did the wife pack some fried chicken for us?”* Everyone except Nathan laughs.

Tyrell says, “come on...lighten up...we’re just having fun with you. You know we like you.”

Nathan smiles and says, “Yeah very funny. I’m not offended but someone else might be.”

I really don't like you

Arnie and Mitch have worked in the same department for four years. At first, they got along fine but now they can't stand each other. They refuse to speak to one another unless absolutely required and even then, their conversations involve a lot of sarcasm and sometimes erupt into heated arguments.

Arnie says he's done with Mitch and refuses to work with him anymore. Mitch finds out that Arnie is refusing to work with him and files a harassment complaint.

impact of harassment



addressing complaints

- record the incident(s) including dates, times and any witnesses
- if possible, explain to the person why the behaviour is unwelcome

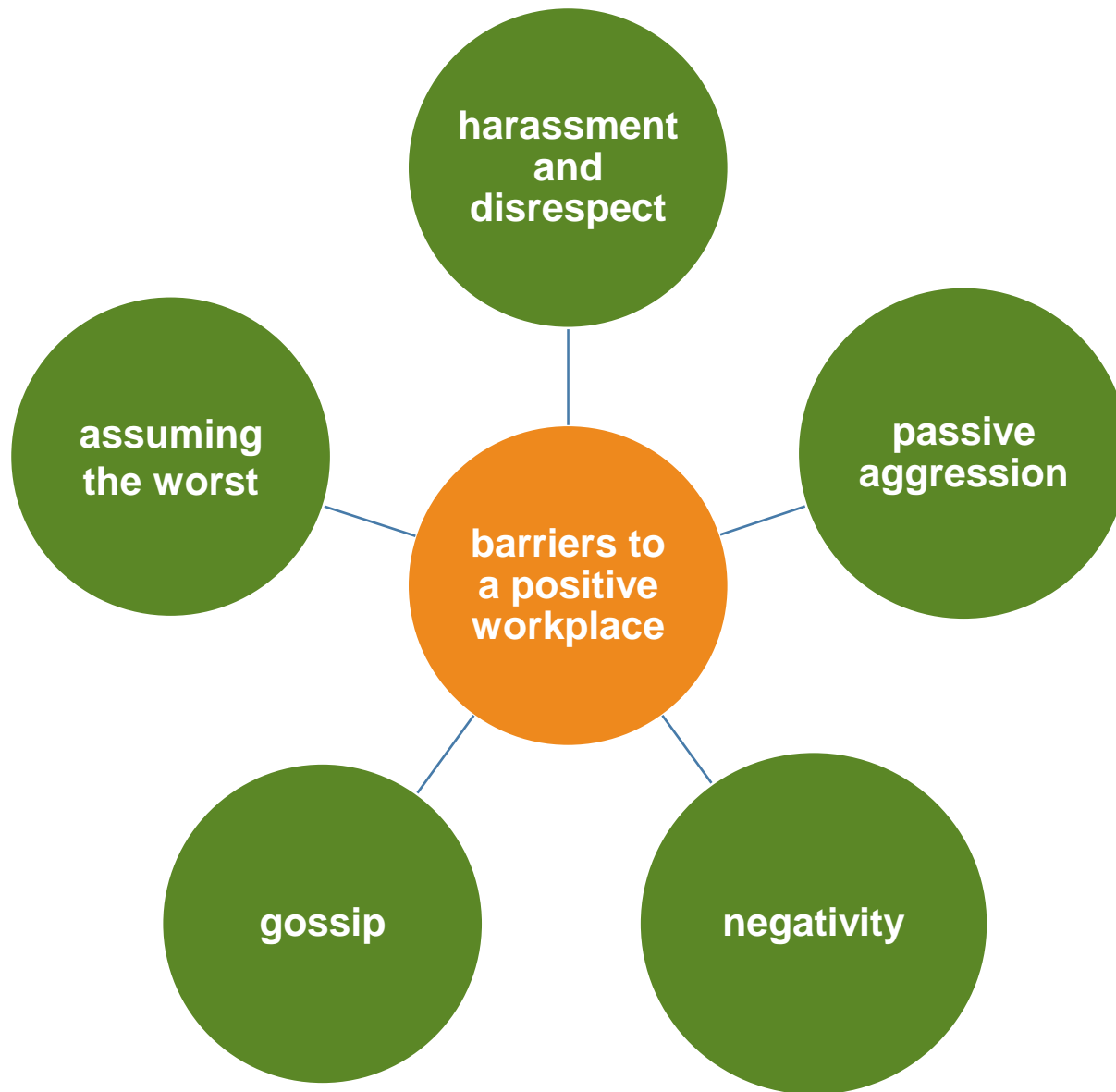
“I don’t feel comfortable when you...”

“This falls outside my comfort zone...”

- be calm and direct

reporting complaints

- seek advice or register a complaint with your manager or the Human Resources Department
- provide a written description of the incident and include names of individuals, witnesses and documents



passive aggression





**I didn't slap
you...I high
fived your face**

negativity



gossip



Great minds discuss ideas

Average minds discuss events

Small minds discuss people



The only person you can change is yourself
Be the change



start, stop, continue





questions

building a positive and
respectful workplace

