

ADDRESSING WORKPLACE BULLYING AND HARASSMENT

ROLE	DO	DON'T
ALL	<ul style="list-style-type: none"> • Exercise civility in all interactions • Listen, acknowledge, and respond constructively to concerns expressed • Respect differences • Be open to feedback and demonstrate greater self-awareness 	<ul style="list-style-type: none"> • Yell or use a loud tone • Ignore or marginalize others • Ignore or belittle complaints or concerns • Be rude in emails and other communications • Threaten or cause fear • Use disrespectful body language
VICTIM/ TARGET	<ul style="list-style-type: none"> • Speak up against harassing behaviors • Let the offender know the impact of his/her actions on you • Use Agency resources to obtain information and assistance • Report concerns to appropriate forum • Build your communication and conflict resolution skills 	<ul style="list-style-type: none"> • Tolerate harassing or bullying behaviors • Remain silent • Blame oneself for mistreatment suffered
BYSTANDER	<ul style="list-style-type: none"> • Attempt to diffuse harassing or bullying behavior while it is taking place • Talk to the offender about what you observed • Take with the victim about what you observed and offer support • Report concerns to appropriate entity 	<ul style="list-style-type: none"> • Stay passive • Remain silent • Go along with, minimize, or normalize what is happening if you think it is wrong
MANAGER	<ul style="list-style-type: none"> • Model professional and respectful behavior • Demonstrate your commitment to harassment and bullying prevention and maintaining a respectful work environment • Take all complaints of harassment and bullying seriously • Take prompt action to address harassment and bullying concerns • Contact LER (Labor and Employee Relations), OER (Office of Equal Rights) for guidance • Report back to the victim what you did • Consult with HR and Legal • Document what you did and when you did it 	<ul style="list-style-type: none"> • Model rude or harassing behavior • Fail to listen to concerns • Minimize or react negatively to concerns raised • Fail to address concerns or known problems in a timely fashion • Retaliate against those who raise concerns
ADR	<ul style="list-style-type: none"> • Demonstrate willingness to help staff • Provide clear information and procedures to file complaint • Consider whether coaching, mediation, facilitation, training, or OD may help. 	<ul style="list-style-type: none"> • Fail to listen to concerns • Minimize or react negatively to concerns raised