

Ten Tips/Strategies to Minimise Bullying Behaviour in the Workplace



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1. RECRUITMENT

Before selecting new staff do you check for behaviour?

Most employers check strongly for skills but less so on likely behaviour or values. As the London Times, 1987 said: “We hire for skill and fire for behaviour”.

The DISC Behaviour Profiling system is an efficient and effective tool to use to meet this need.

2. INDUCTION

Do you ensure new staff are fully aware of your values/code of conduct/ethics?

Do you check that Supervisors personally ensure new staff are trained and able to personally sign off compliance with policies during the probation period?

3. POLICIES

Do you need to revise and or create policies regarding:

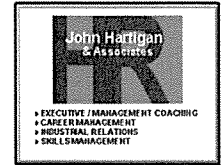
- Code of Conduct
- Ethics
- Misconduct
- Discipline
- Privacy
- Confidentiality
- Social Media and/or
- I.T. Usage?

4. TRAINING

Do you and your staff need “refresher” training in the above Policies & Procedures?

5. M.B.W.A.

How often do Managers/ Supervisors “walk the talk” by practising **Management By Walking Around**?



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6. LEGAL AWARENESS

The *Queensland Work Health and Safety Act 2011* imposes duties on people at workplaces. On January 1, 2014 the introduction of the *Fair Work Amendment Act 2013* imposes compliance on Employers / Workers which has legal consequences if breaches are not resolved. As the Law is subject to change active monitoring is recommended.

7. EMOTIONAL INTELLIGENCE (E.Q.)

When it comes to success and productivity in the workplace E.Q. matters just as much as intellectual intelligence (I.Q.). Some forms of E.Q. can be training in team building using **DISC**, The **Johari Window Technique**, The **GROW Model of Coaching** (i.e. "The Tao Of Coaching" – Max Landsberg) just to mention a few.

8. PERFORMANCE IMPROVEMENT PLANS (P.I.P.)

When staff performance is unacceptable. Practical P.I.P.s need to be applied by Managers or specialist staff with E.Q. skills.

9. TRAINED CONTACT OFFICERS

In medium and larger organisations there is often a need to have well equipped Contact officers who are able to be a resource for a person who has a complaint against a superior. Thus Contact officers need to have special skills to know how to progress a complaint to a source that can be the means for a resolution.

10. DUTY OF CARE

If you believe you are the victim of Bullying you have a Duty of Care to Yourself and your Organisation to take action. Various Government and other sources are available.

SUMMARY

There is a large number of websites and Contact sources available. For further follow up John Hartigan & Associates have the knowledge, skills and tools to assist you or your organisation.

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