

#BullyFreeCUNY

October is National Bullying Prevention Month. The PSC Anti-Bullying Committee is organizing virtual events.

https://www.psc-cuny.org/anti-bullying



Greetings Brothers and Sisters, please introduce yourself in the chat.



Zoom Housekeeping Items



RECORDING OF PRESENTATIONS ONLY



ALL PARTICIPANTS WILL REMAIN MUTED, UNLESS SPEAKING.



ALL SPEAKERS WILL UNMUTE AND MUTE THEMSELVES.



USE THE CHAT TO SHARE
USEFUL INFORMATION OR HAVE
A TECHNICAL QUESTION.



USE THE ZOOM RAISE HAND
DURING THE Q & A SESSION TO
ASK A QUESTION LIVE

Community Norms And Practices

Respect for every person's worth is fundamental - to a university, and particularly to CUNY, which was founded on principles of inclusion. We commit ourselves to nurture a work environment that honors the dignity of all, is respectful and free from discrimination, harassment or bullying; and we therefore, agree to respect each other's differences, and to create a healthy, safe and rewarding environment that nurtures, challenges and supports the community.

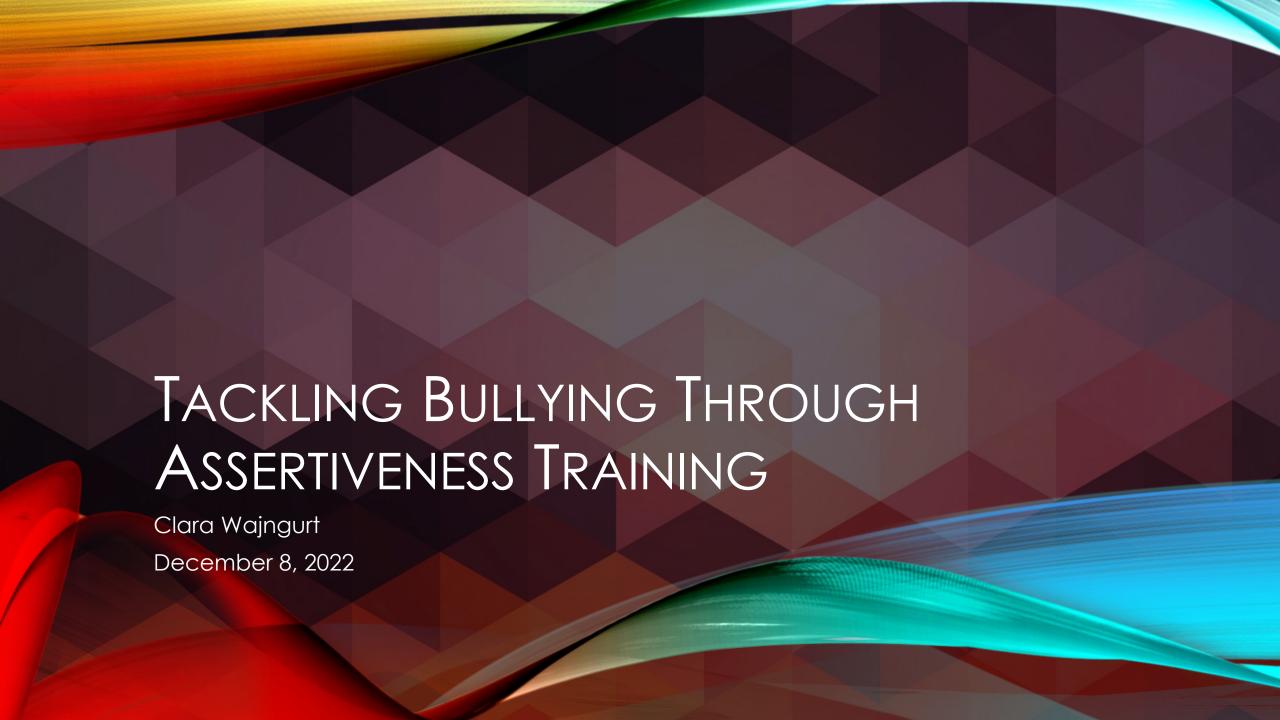
In order for our community to function in this way, it is useful for its individual members to make the following commitments:

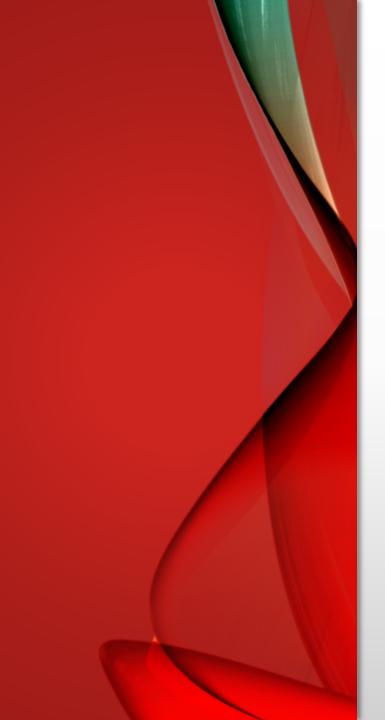
- 1. I commit to conduct that is mutually respectful and not discriminatory, harassing, bullying or threatening.
- 2. I take responsibility for my actions and my personal perspectives, recognizing that there may be disagreements with another's.
- 3. I will respect everyone's contributions and honor the roles and responsibilities of all members through my words and actions.
- 4. I will be mindful and reflect on how I might be using or misusing my power and privilege in my interactions.
- 5. I will intend to be inclusive and support others with the same respect and compassion that I want for myself.
- 6. I am willing to be an active ally (upstander) by speaking, intervening, or acting on behalf of a person being attacked or bullied.
- 7. I will seek to understand others and assume best intentions in all interaction.
- 8. I will seek to understand other perspectives and avoid making assumption.
- 9. I commit to listen actively and with compassion at the workplace and in all union meetings.





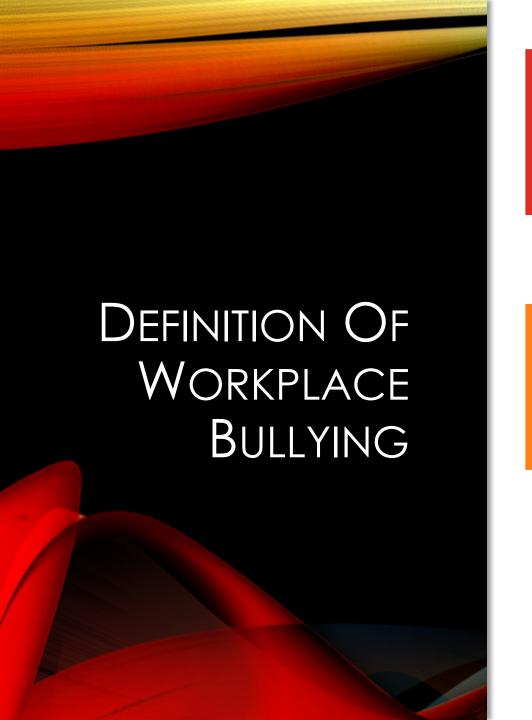
SPEAKER BIO. Clara Wajngurt is a professor of mathematics at Queensborough Community College who has written extensively on workplace bullying. She has lectured on this issue, appeared in anti-bullying panel discussions, presented on radio programs, and now has an internet TV program on End Bullying Now on the Bold, Brave TV network. Her goal is to work on eradicating workplace bullying once and for all.





WHAT WE'D LIKE TO DISCUSS

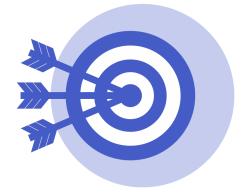
- 1. Definition of Bullying + Examples
- 2. Definition of Assertiveness + Examples including Passive, Aggressive Communication with Contact
- What Happens When One Is Not Assertive in a Bullying Situation
- 4. How to Practice Becoming Assertive
- 5. Maximizing the Chance of Getting What You Want
- 6. Self-care Assessment
- 7. Scenarios / Role Play



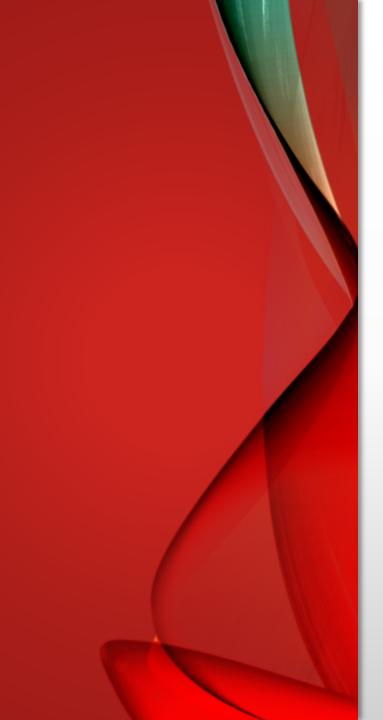
Workplace Bullying is repeated unreasonable actions aimed at intimidating, humiliating, degrading or demeaning an employee or group of employees.

Bullying can create a risk to employee health and safety. It creates feelings of defenselessness and injustice to the target and undermines an individual's right to dignity at work.



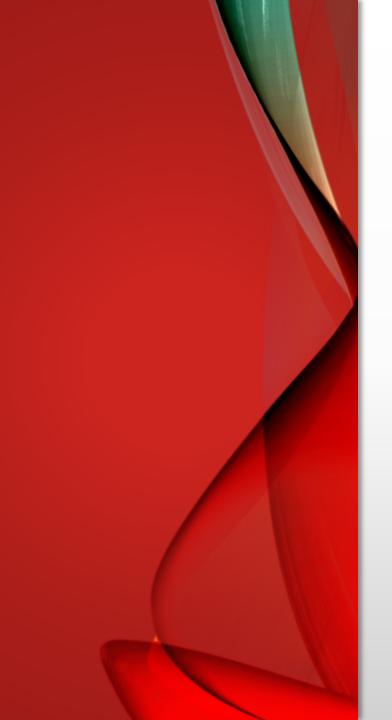






Examples of Bullying Behavior

- Insulting or offensive language directed at an employee
- Spreading misinformation or malicious rumors
- Behavior or language that frightens and belittles, including criticism/feedback that is delivered with yelling, screaming, threats or insults
- Making repeated, inappropriate comments about a person's appearance, lifestyle, family or culture
- Inappropriately regularly teasing or making someone the brunt of pranks or practical jokes
- Inappropriately interfering with a person's personal property or work equipment
- Circulating inappropriate or embarrassing photos/videos via email or social media
- Purposefully inappropriately excluding, isolating or marginalizing someone from work activities



Examples of Assertive Behavior

Assertiveness is behavior that communicates and expresses your thoughts, feelings and opinions in a way that makes your views and needs clearly understood by others, without putting down their thoughts, feelings or opinions. It is about being honest about your feelings, your opinions or your rights, without violating the rights of others.

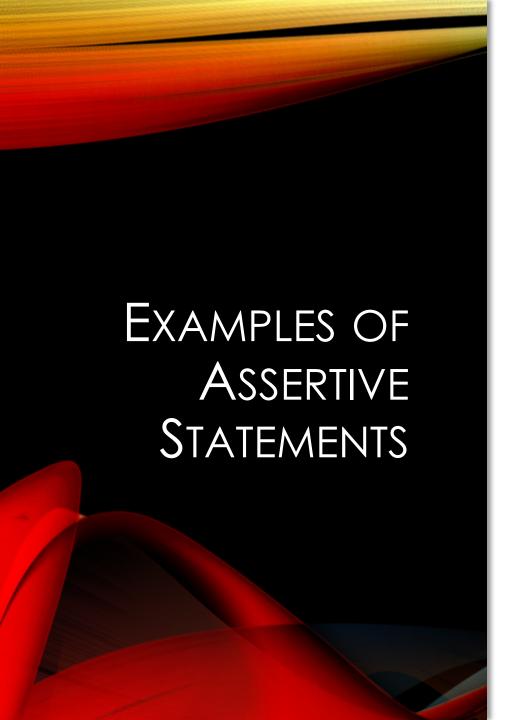


ASSERTIVE PERSON CHARACTERISTICS

Five characteristics of an assertive person clearly communicates their wishes and set boundaries, but does not make demands of other people or lash out if requests are not made.

<u>Assertive Persons</u>

- They have confidence in themselves
- They respect the opinions of others
- They have the ability to validate other's feelings
- They are good listeners
- They do problem solving and compromise



"Thanks for thinking of me, but I'm going to say no this time."

"Unfortunately, I can't take on any more tasks at the moment."

"Please don't walk away from me while we're having this conversation."

"I respect your opinion but let's agree to disagree."

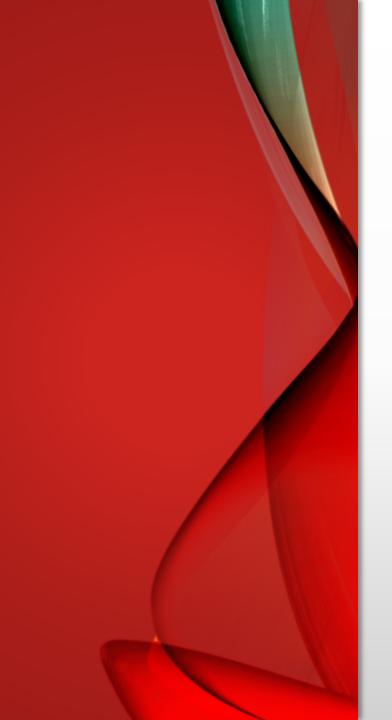
THE EFFECTS OF BEING Unassertive



The main effect of being unassertive is that it can lead to low self-esteem. If we communicate in a passive manner, we are not saying that we really feel or think. This means we can end up agreeing with and fulfilling other people's needs or wants rather than our own. This can result in a lack of purpose, and a feeling of not being in control of our own lives.



If we never express ourselves openly and conceal our thoughts and feelings this can make us feel tense, stressed, anxious or resentful. It can also lead to unhealthy and uncomfortable relationships.



HOW DO WE BECOME UNASSERTIVE?

Assertiveness is learned behavior and thinking style. We are all born assertive. Babies cry when they want something, they express emotion freely. Then gradually they adapt their behavior to fit in with responses they receive from the environment, that is, responses they receive from family, peers, children/friends, authority figures, etc. For example, if your family or peer group dealt with conflict by yelling and arguing, then you may have to learn to deal with conflict in that way. Of if your family taught you that you should always please others before yourself, then you may find it hard to be assertive about your needs. Or if your family or peer group believe that you shouldn't express negative emotion, and they ignore or ridicule you, then you will quickly learn not to express negative emotion.

WHAT STOPS US FROM BEING ASSERTIVE?

A number of factors can stop us from being assertive:

- 1. Self-defeating Beliefs.
 - It is uncaring, rude and selfish to say what you want
 - ➤ If I assert myself, I will upset the other person and ruin our relationship
 - > It will be terrible embarrassing if I say what I think
- 2. Skills Deficit: It may be that we just don't have the verbal and nonverbal skills to be assertive
- 3. Anxiety and Stress: It may be that we know how to be assertive but we get so anxious that we find we can't carry out the behavior. We may be so stressed that it becomes difficult to think and act clearly. We need to learn how to manage our anxiety and reduce physical stress.
- **4. Situation Evaluation:** It may be that we can't really tell which behaviors to use in which situations.
- 5. Cultural and Generational Influences: There can also be strong cultural and generational influences on our behavior.

ASSERTIVENESS TIPS



Respect yourself - clearly state your needs and wants. Be respectful of the rights of others. Listen to others without interruption. Be respectful of the rights of others. Listen to others without interruption.



Express your thoughts and feelings calmly - show self-regulation- take responsibility for your emotions, and express in a calm and factual manner. Make eye contact. Use a steady tone of voice.



<u>Plan what you're going to say</u> - know your wants and needs and how to express them.



Say "no" when you need to'

– understand one cannot
make others happy all the
time.

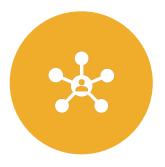
Four Essential Steps to Assertiveness Communication



Tell the person what you think about their behavior without accusing them.



Tell them how you feel when they behave a certain way.



Tell them how their behavior affects you and your relationship with them.



Tell them what you would prefer them to do instead.

MYTHS ABOUT ASSERTIVENESS

Myth 1.

Assertiveness is basically the same as being aggressive.

Both assertive and aggressive behavior state their needs. However aggressive behavior takes a strong tone of voice and body language akin to attacking. Aggressive communication involves communication in a demanding, abrasive or hostile manner.

Myth 2.

If I am assertive, I will get what I want.

Being assertive does not mean you always get what you want. It is not a guarantee of any outcome.

Myth 3.

If I am assertive, I have to be assertive in every situation.

Learning to be assertive is a choice. If you find yourself in a violent situation - it is possible the passive response may be the way to go.

Passive, Aggressive, and Assertive Behavior

Passive Behavior	Assertive Behavior	Aggressive Behavior
is often submissive, inhibited and self-denying.	involves expressing your wants, needs, thought or feelings while respecting the rights of others, not blaming anyone.	often means standing up for yourself in ways that could violate the rights of others. It can appear as demanding, hostile or blaming.
Example: This project is too advanced for me. How can we do this project? I can't do this, but I will tell my boss I can do it.	Example: I've been feeling frustrated about completing this project. I know you are busy but I need help. How can we make this work.	Example: This is a project I can't do alone, but because it has many facets, I believe other people should do it. You need to assign this project for others to do as well.

PASSIVE, AGGRESIVE, AND ASSERTIVE COMMUNICATION



PASSIVE COMMUNICATION

- Soft spoken / quiet
- Allows others to take advantage
- Prioritizes needs of others
- Poor eye contact / looks down or away
- Does not express one's own needs or wants
- Lack of confidence
- Bullies take advantage of their targets



AGGRESSIVE COMMUNICATION

- Easily frustrated
- Speaks in a loud or overbearing way
- Unwilling to compromise
- Use of criticism, humiliation, and domination
- Frequently interrupts or does not listen
- Disrespectful towards others
- Bullies take advantage of their targets



ASSERTIVE COMMUNICATION

- Listens without interruption
- Clearly states needs and wants
- Willing to compromise
- Stands up for own rights
- Confidence tone / body language
- Good eye contact

RIGHTS AND NEEDS OF INDIVIDUALS

Passive: Violates own rights. Others needs given priority.

Assertive: Respects both own needs and needs of others.

Aggressive: Violates rights of others. Own needs have priority.





"I" – Statements

I feel...

I think...

I want...

"I feel I need a vacation."



Statements that help you to focus on and be clear about your own thoughts/needs and about what you need and want. (If rejected, try to negotiate for flexibility).



"I understand you think I don't need a vacation. However, I do need a vacation in order to spend time with my family. I've been working very hard on the last project and it would be great to have a very short vacation in January."





Reinforce your message through e-mail, in person, etc.



"After you requested that the data be reviewed, I have not heard your response to my request for your input."





Respond in a non-defensive way.
When someone criticizes you, put critical comments in perspective by agreeing partially or completely to what they say. Acknowledge weakness or errors without being self-demeaning.



Your boss says, "that was a poor presentation you gave at the lab meeting – be concise, give examples, etc."



You say, "Yes I see there are some areas that could be improved."

HOW TO SAY WHAT YOU WANT TO SAY

01

Maintain direct eye contact.

02

Keep your posture open and relaxed.

03

Your facial expression should be coincident with the message.

04

Keep your voice tone modulated.

05

If you can, choose an appropriate time and place.

06

Look for support, if there are others around you.

CHOOSING TO BE ASSERTIVE

Ask yourself some questions to assess

Will it make a difference?

What really happened here?

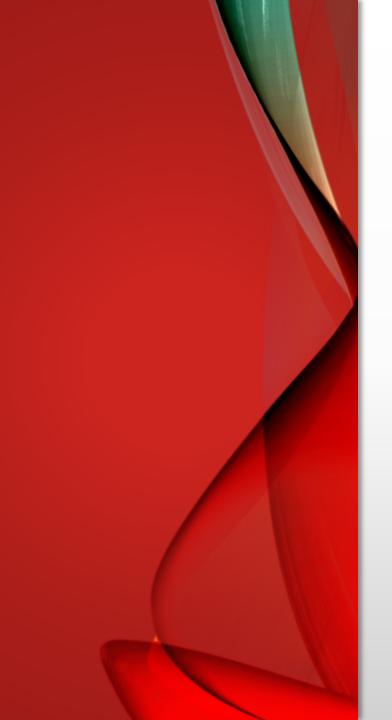
How much does it matter?

Am I looking for a specific outcome?

Do I know what I want?

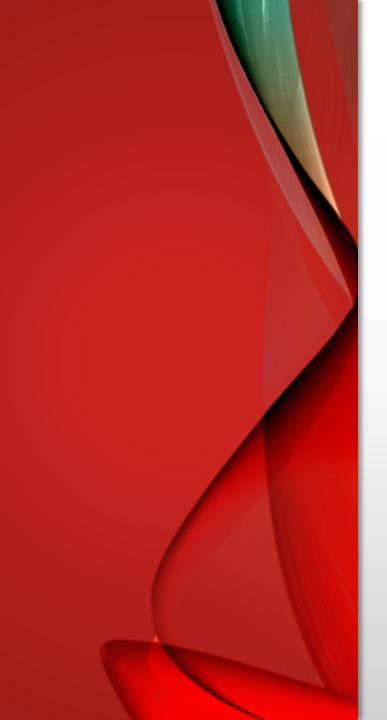
What is the probability of getting what I want?

What are my options?



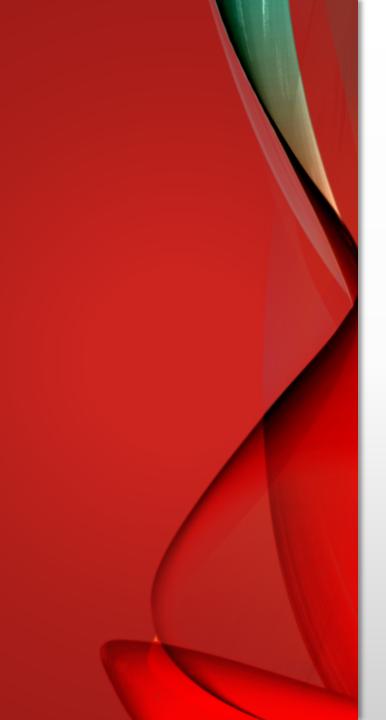
WHEN TO BE ASSERTIVE

- If the situation is complicated and you have a lot of feelings about it, it may be best to plan a meeting in the future with the person (s) involved (e.g., tenure or promotion issues).
- Alternatively, meeting at the moment may be best depending on the situation
- Don't make a big deal
- Don't wait too long
- Select an appropriate time to be assertive; if the conversation could be sensitive, chose a private meeting time and place.



RIGHTS OF INDIVIDUALS

- Having dignity and self-respect
- Saying NO when justified without feeling guilty
- Expressing your feelings
- Asking for what you want directly
- Feeling good about yourself
- Being able to change your mind
- Negotiating and reaching compromises when conflict exists
- Being able to make mistakes



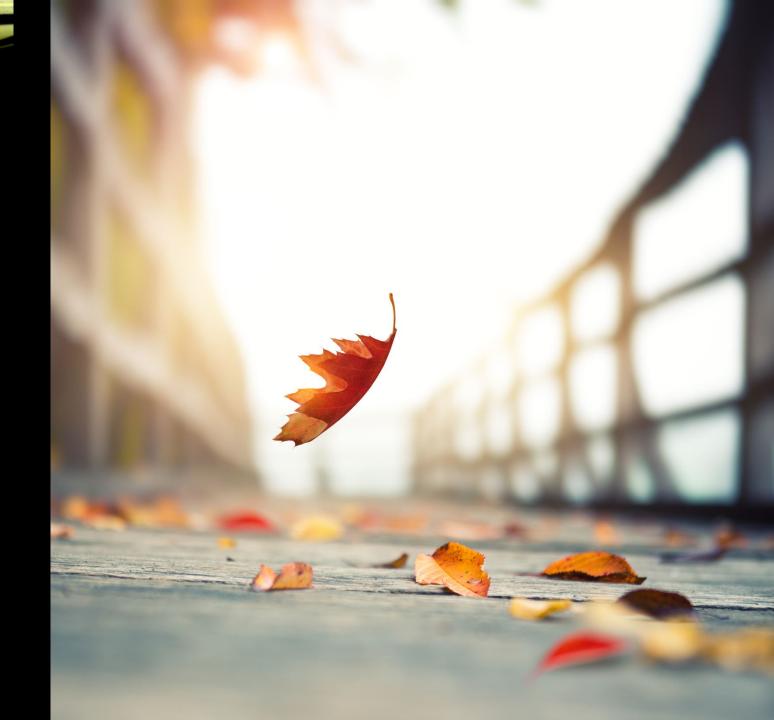
BEHAVING ASSERTIVELY MEANS THAT YOU HAVE THE FOLLOWING RIGHTS

- to say "I don't know";
- to say "No";
- to have an opinion and express it;
- to have feelings and express them;
- to make your own decisions and deal with their consequences;
- to change your mind;
- to choose how to spend your time;
- to make mistakes and;
- is there anything else you would like to add to the list (e.g., my right to free time, e.g., weekends)? If so, add to the list.

SCENARIOS / ROLE PLAY

SCENARIO #1

Your boss asks you to stay late, while everyone leaves. You're always the one who stays late, and tonight you have plans to bring your parents to the doctor's office.



POLL: HOW WOULD YOU RESPOND?

- 1. "I would love to stay late, but I made plans to attend the doctor's appointment of my parents a month ago."
- 2. "Ok, I'm staying."
 Thinking: I have other pressing family responsibilities and the appointment cannot be rescheduled at the last moment.
- 3. "I stay late all the time. We need someone else to stay late. Who can stay late?"
- 4. Other response

SCENARIO #2

There are monthly meetings of the department and staff members are responsible for giving monthly reports. Chairperson consistently sends data for monthly report to Staffer on Fridays at 4:30pm for a Monday at 9:00 am department meeting next week. Staffer's work schedule is Monday through Friday from 9:00 am to 5:00 pm and is not authorized to work overtime. Data processing and report preparation typically takes three hours. Chairperson's email to Staffer states Monday's department meeting is a very important meeting – our team is counting on you!

On Friday at 4:55 pm, Chairperson knocks on Staffer door to say, "Just a reminder, your annual evaluation will take place Wednesday 9:00 am next week. I'm looking forward to your report at the department meeting on Monday. Have a great weekend. Bye."

BREAKOUT ROOMS: What are the staffer's possible responses: passive, aggressive, and assertive? What are some strategies to respond to the chair?

REPORT BACK



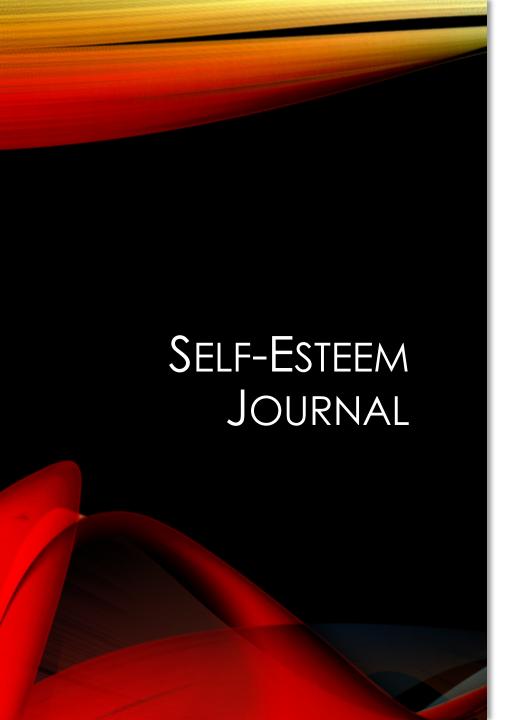
APPENDIX

How Assertive Are You?

Exercise. Rating your assertiveness in different situations

Key: 0 = never; 1 = sometimes; 2 = usually; and 3 = always.

	Friends of the same gender	Friends of different gender	Authority figures	Strangers	Work colleagues	Intimate relations or spouse
Saying No						
Giving compliments						
Expressing your opinion						
Asking for help						
Expressing anger						
Expression affection						
Stating your rights and needs						
Giving criticism						
Being criticized						
Starting and keeping a conversation going						



>	Something I did well today	
MOM	Today I had fun when	
Ž	I felt proud when	
TUE	Today I accomplished	
	I had a positive experience with	
т	Something I did for someone	
	I felt good about myself when	
WED	I was proud of someone else	
Ö	Today was interesting because	
	I felt proud when	
H.	A positive thing I witnessed	
_	Today I accomplished	
	Something I did well today	
-	I had a positive experience with	
FR	(a person, place, or thing)	
	I was proud or someone when	
	Today I had fun when	
SAT	Something I did for someone	
4	I felt good about myself when	
4.0	A positive thing I witnessed	
NUS	Today was interesting because	
Z	I felt proud when	

COMMUNICATION STYLES

	Passive	Assertive	Aggressive	
General	Complaint, submissive, talks little, vague non- committal, communication, puts self down, praises others	Actions and expressions fit with words spoken, firm but polite and clear messages, respectful of self and others	Sarcastic, harsh, always right, superior, know it all, interrupts, talks over others, critical, puts downs, patronizing, disrespectful of others.	
	"I don't mindthat's fine yes alright"	"That is a good idea, and how about if we did this too" or "I can see that, but I'd really like"	"This is what we're doing, if you don't like it, tough"	
Beliefs	You're okay I'm not	I'm okay, you're not	I'm okay, you're not	
	Has no opinion other than the other person/s are always more important, so it doesn't matter what they think anyway	Believes or acts as if all the individuals are equal, each deserving of respect, and no more entitled than the other to have things done their way	Believe you are entitled to have things done their way, the way they want it to be done, because they are right, and others (and their needs) are less important.	
Eyes	Avoids eye contact, looks down, teary, pleading	Warm, welcoming, friendly, comfortable eye contact	Narrow, emotion-less, staring, expressionless	
Posture	Makes body smaller- stooped, leaning, hunched shoulders	Relaxed, open, welcoming	Makes body bigger- upright, head high, shoulders out, hands on hips, feet apart	
Hands	Together, fidgety, clammy	Open, friendly and appropriate gestures	Pointing fingers, making fists, clenched, hands on hips	
Consequences	Give in to others, don't get what we want or need, self- critical thoughts, miserable	Good relationships with others, happy with outcome and to compromise	Make enemies, upset others and self, feel angry and resentful	

RESOURCES

- TherapistAid.com
- Centre for Clinical Interventions
- Center for Integrated Healthcare
- Danny Gagnon, <u>www.montrealcbtpsychologist.com</u>
- Carol Vivyan, <u>www.getselfhelp.co.uk</u>

PSC-CUNY— YEARS

Thank You!

https://psc-cuny.org/issues/anti-bullying