

Resolution forming PSC Ad-Hoc Anti-Bullying Committee

Adopted on December 10, 2020 and reauthorized through December 10, 2022 by the PSC DA.

Resolved, that the PSC Delegate Assembly form an **ad hoc** Anti-Bullying Committee for a period **not to exceed one year**. The committee will **advise and participate in the anti-bullying campaign and consider and recommend, and formulate policies for accountability and transparency related to workplace bullying and harassment**. PSC anti-bullying campaign affirms workers' rights to be treated with dignity and respect in a safe and healthy work environment.

<https://psc-cuny.org/sites/default/files/Resolution%20on%20anti-bullying.pdf>

PSC Anti-Bullying Committee Members



CORE CONCEPTS

What is Workplace Bullying?

Workplace bullying is repeated, unreasonable actions aimed at intimidating, humiliating, degrading or undermining an employee or group of employees. Bullying may create a risk to employee health and safety. Workplace bullying often involves abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual's right to dignity at work. ([Clarion, June 2012](#)).

Bullying vs Aggression

Bullying is different from aggression, which may involve only a single act. Bullying involves repeated attacks, creating an ongoing pattern of abusive behavior.

Demanding, demeaning or discriminatory?

Bosses who are tough or demanding or who set high standards are not necessarily bullies, so long as they are respectful and fair and their expectations are reasonable. It is important to differentiate between a boss or co-worker who is demanding but professional and one who is demeaning and unprofessional.

EXAMPLES OF DEMANDING WORKPLACE BEHAVIOR:

Establishing concrete but reasonable expectations; providing criticism that is constructive and based on work behaviors, not personal attacks.

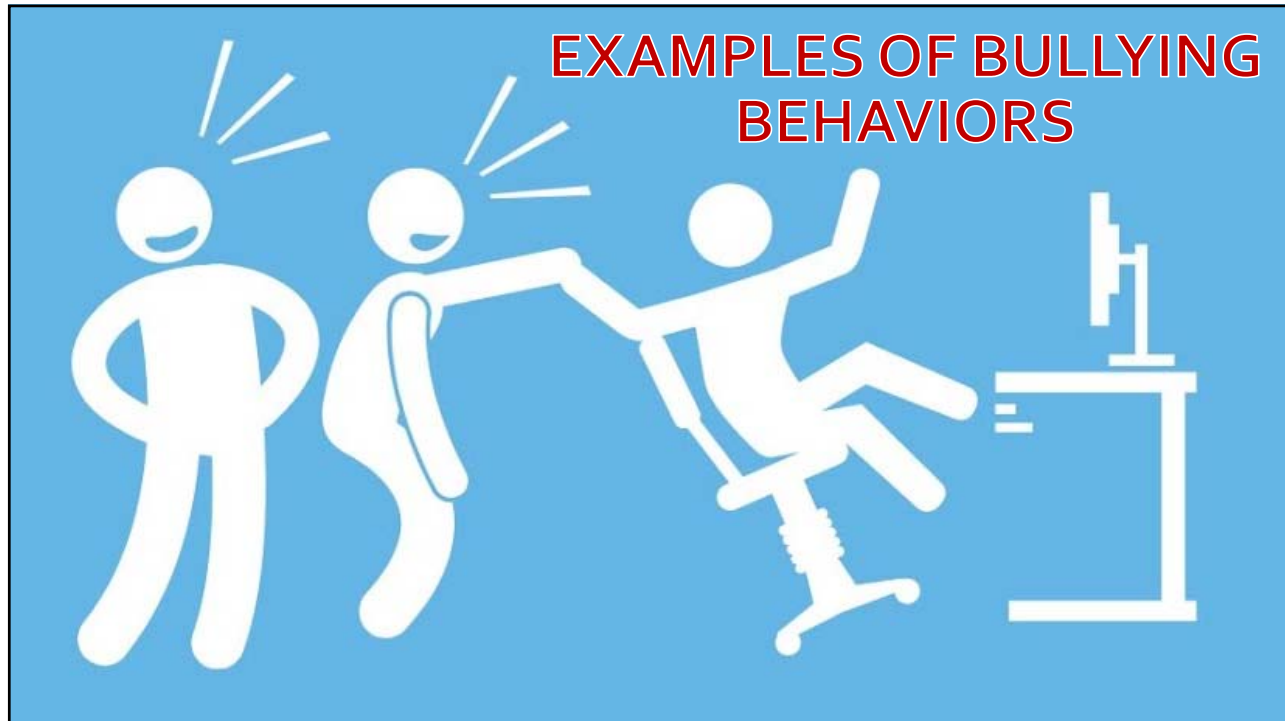
EXAMPLES OF DEMEANING WORKPLACE BEHAVIOR:

Shouting, unrealistic work deadlines, social exclusion and being treated differently compared to the rest of a work group, blame without factual justification, excessive monitoring or micro-managing, unwarranted or invalid criticism

EXAMPLES OF UNLAWFUL HARASSMENT OR ILLEGAL DISCRIMINATION:

Using racial slurs despite being asked to stop; repeated, unwanted sexual advances; being a target due to a protected status, such as veteran status, disability status, or nationality.

Conflict	Bullying
Happens in front of you and/or others	Often happens in secrecy
Is mostly mild in nature	Not usually mild in nature, any form of bullying has a harsh effect on the victim
It is mostly spontaneous	It can be planned
The agenda is to solve an issue which may or may not be personal	The agenda is only to harass and humiliate
If physical altercation happens, both parties are involved	The bully is interested in a physical fight, the victim or target is not
Is generally once off, and does not happen repeatedly	Happens repeatedly and with malicious intent
No one feels danger for physical or mental safety	Physical and mental harm is experienced and feared
General remorse	No remorse, as a bully blames the victim



Language or behavior that frightens, humiliates, belittles or degrades the recipient or target may be part of a pattern of workplace bullying.

- Persistent or egregious use of abusive, insulting, or offensive language
- Aggressive yelling or shouting
- Unwarranted physical contact or threatening gestures
- Making repeated negative comments about a person's appearance, lifestyle, family, or culture
- Regularly inappropriately teasing or making someone the brunt of pranks or practical jokes
- Circulating inappropriate or embarrassing photos or videos via email or social media

Behavior that undermines a person's work performance, working relationships, or perceived value in the workplace may also be part of a pattern of bullying.

- Unnecessarily interrupting or disrupting someone's work; inappropriately interfering with a person's personal property or work equipment
- Repeatedly discounting a person's statements in group meetings; unfavorably comparing one person to others
- Blaming a person for problems they did not cause
- Taking credit for another's contributions
- Spreading misinformation or malicious rumors
- Purposefully inappropriately excluding, isolating, or marginalizing a person from normal work activities

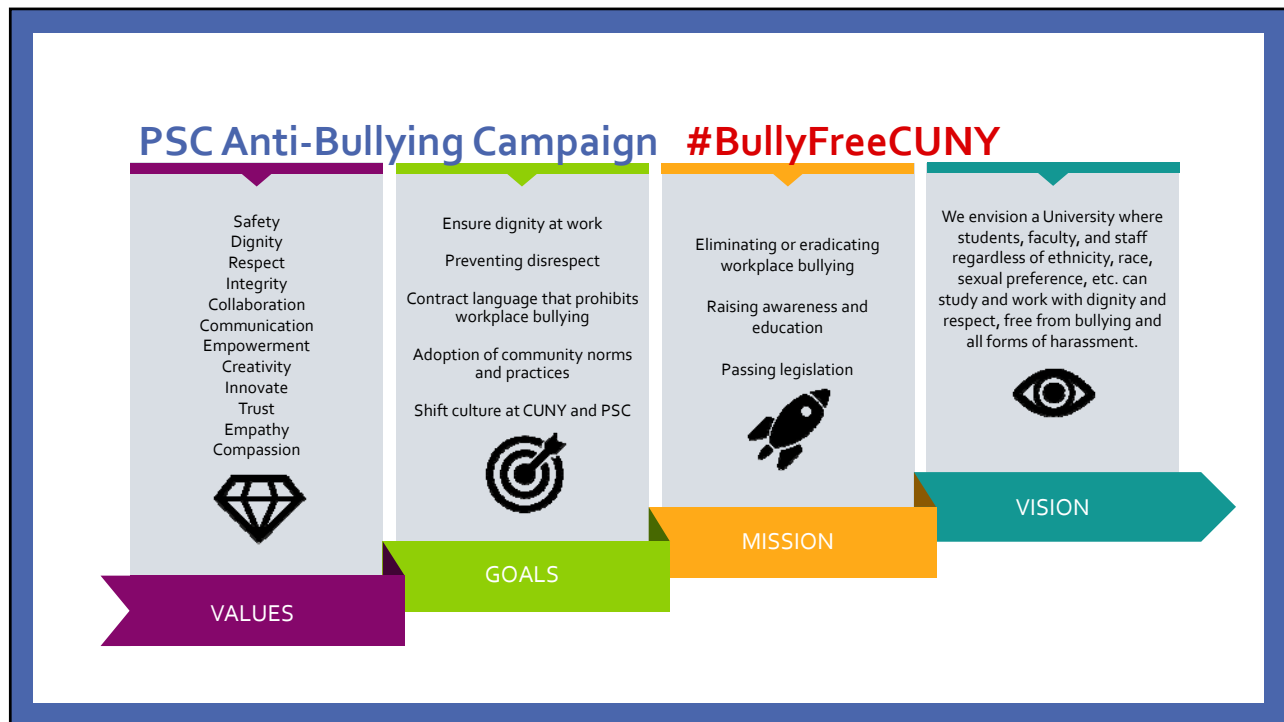
When the bully is a supervisor, the pattern may also include:

- Assigning tasks that are beyond a person's skill level
- Establishing unrealistic timelines, or frequently changing deadlines
- Denying access to information, consultation, or resources
- Excessively monitoring an employee's work
- Giving feedback in an insincere or disrespectful manner
- Repeatedly reminding someone of past errors or mistakes
- Inconsistently following or enforcing rules, to the detriment of an employee
- Ignoring an employee, or isolating them from others
- Denying equal access to earned time off

Bullying & Our Union

The power of our union is built upon the solidarity of our members. Member-to-member bullying breaks down the solidarity amongst our members and reduces the power of our union. Every member of our union has the duty to refrain from bullying or harassing any other member of our union. Ideally, each member of our union shall further take steps to prevent, detect, and eliminate workplace bullying in our workplace, including reporting such bullying and harassment and engaging as an upstander to intervene and end such bullying and harassment they are aware of.





NOW

OCTOBER 2022 – DECEMBER 2022

- Continue **#BullyFreeCUNY** campaign
- Honor Graciano Resolution and Celebrate Freedom from Workplace Bullies Week
- Distribute “Let’s Stop Bullying” poster
- Assist and support campuses in developing advocacy initiatives
- Host monthly anti-bullying workshops or presentations
- Conduct know your rights trainings
- Perform workplace bullying presentations upon request

- ✓ **Workplace Bullying 101**
(Monday, October 3, 6:30 – 8:30 PM)
- ✓ **AFT Trauma Counseling Program & Services**
(Tuesday, October 18, 12:30 - 1:30 PM)
- ✓ **NYS AAUP Conference**
(Saturday, November 5, 8:30 AM – 2:45 PM)
 - ✓ Intersecting Incivility: How Workplace Bullying Compromises Diversity and Inclusion
 - ✓ Faculty Experiences with Bullying
- ✓ **Know Your Rights: Contract Enforcement & Bullying**
(Thursday, November 10, 6:30 – 8:30 PM)
- ✓ **ABC Committee Report to DA**
(Thursday, November 17, 6:30 PM)
- ✓ **Assertiveness Training**
(Thursday, December 8, 6:30 PM)

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- ✓ Workplace Bullying Deconstructed
 - ✓ Introduction to Bullying
 - ✓ Effects of Workplace Bullying
 - ✓ Types of Bullies
 - ✓ Trauma & Bullying
 - ✓ Harassment vs Bullying
 - ✓ What to Do When You’re Bullied
 - ✓ Resilience and Self-Care
 - ✓ Becoming a Healthy Workplace Advocate
 - ✓ Launching a Local Campus Support Team
 - ✓ Best Practices in Dealing with Workplace Bullying Complaints
 - ✓ *and many more topics!*

NOW

OCTOBER 2022 – DECEMBER 2022**PSC Campus Support Teams on Bullying Prevention****Active**

- QCC – Clara Wajngurt
- BCC – Jeanette Batiz
- City – Pam Stenberg
- Hostos – Lizette Colon

In-progress

- York – Cheryl Morrison
- CSI – Alex Romeo & George Sanchez
- KCC – Scott Cally
- BMCC – Kathleen Offenholley
- Lehman – David Manier
- Baruch – Stuart Davis
- LaGuardia – Lara Beaty
- MEOC – Karen Berry
- Medgar – Angela Eustace

NOW

Joint anti-bullying campaign

Labor-Management Meeting on Monday, November 21, 2022

- present PSC **ABC Committee Report** 2021-2022
- a **joint campaign** expressing our shared commitment to a dignified and respectful workplace
- CUNY Environmental Climate **Survey**
- statement and **policy & procedures** to address workplace abuses, including specific language on how to handle complaints of workplace bullying
- make available a list of **resources** to employees (e.g., post on CUNY and college websites, post in HR, email to employees)
- annual **training** on bullying prevention

NOW

PSC ABC Committee Report 2021-2022 (Existing CUNY Policies & Procedures)

- Prevention
- Reporting
- Dispute resolution and complaint management
- Positive, collaborative working environments are a deterrent to abusive conduct.
- CUNY campuses have policies and required trainings focused on violence in the workplace, sexual misconduct or disruptive behavior, but not bullying per se. The absence of examples of bullying behavior is confusing to those who try to address it.
- Trainings, conducted by Human Resources personnel or other vendors, would help to prevent the rise of issues that may lead to bullying.
- Training for managers focused on effective performance management practices and conflict resolution as well as training for staff focused on policy and process awareness would also be helpful.

NOW

PSC ABC Committee Report 2021-2022 (Existing CUNY Policies & Procedures)

- Prevention
- Reporting
- Dispute resolution and complaint management
- Employees may be reluctant to report abusive conduct for fear of retaliation.
- In the absence of a confidential line to report abusive behavior, the predominant modes of reporting are through phone, email, websites, or employee orientation.
- All members are strongly encouraged to report conduct believed to constitute bullying to a senior administrator, manager, supervisor, chairperson, HR, members of campus bullying prevention committee, PSC campus leaders, chapter chairs.

NOW

PSC ABC Committee Report 2021-2022 (Existing CUNY Policies & Procedures)

- Prevention
- Reporting
- Dispute resolution and complaint management
- Currently at CUNY, there is no formal process for dispute resolution and complaint management of workplace bullying cases.
- Complaints about bullying can take many forms. They may range in severity from situations where employees are unhappy with performance management to situations where employees are experiencing severe discrimination or harassment.
- Campuses have different means of dealing with complaints of abuse that include but not limited to reporting to a supervisor, Human Resources, Affirmative Action and nondiscrimination offices or Title IX offices. At some CUNY campuses, it is the Ombuds office, University counsel or campus security force.

NOW

PSC ABC Committee Report 202-2022 (Recommendations & Best Practices)

(1) Statement and Definitions

- ❖ A **statement** that CUNY does not tolerate workplace bullying and strives to be an employer that fosters a positive and healthy work environment and culture so that all faculty, staff and students are treated with dignity and respect.
- ❖ A **definition** of abusive conduct or workplace bullying with **examples**.
- ❖ A statement that **prohibits retaliation** for reporting bullying.

NOW

PSC ABC Committee Report 202-2022 (Recommendations & Best Practices)

(2) Policies

- ❖ **Reconsider amending existing policies** that allude to bullying behavior to **address it directly**.
- ❖ CUNY Offices that deal with workplace bullying must provide a **transparent** and **accountable process** that resolves complaints of abusive conduct.
- ❖ CUNY Offices that deal with workplace bullying must provide **clearly defined roles and responsibilities** within the **reporting** and **investigatory process** for mediating disputes and complaints.
- ❖ CUNY Offices or entities that deal with resolving workplace bullying should be easily **accessible** to the CUNY community.
- ❖ CUNY Offices or entities assisting individuals shall maintain **confidentiality** and **protect** the **privacy** of individuals who file complaints of workplace bullying, except as required by law in emergency circumstances or on a need-to-know basis.

NOW

PSC ABC Committee Report 202-2022 (Recommendations & Best Practices)

(3) Communication / Website Development / Resources

- ❖ **Existing policies, procedures, points of contacts and resources** for resolving workplace bullying complaints should be **accessible** on all CUNY websites.
- ❖ Current **approaches** to addressing bullying should be **outlined** on the campus website.
- ❖ Campuses should **develop and implement plans** to prevent bullying on their websites.
- ❖ All employees should participate in annual **respectful workplace training**.
- ❖ **Resources** for **professional training** or **self-guided learning** be made available to all employees.
- ❖ CUNY should **engage** with the CUNY community during National Bullying Prevention Month.

NOW

PSC ABC Committee Report 202-2022 (Recommendations & Best Practices)

(4) Early Intervention, Dispute Resolution and Mediation Strategies

- ❖ Referring the parties to counseling / coaching programs.
- ❖ Physically separating the parties, when appropriate.
- ❖ Change reporting lines, when appropriate.
- ❖ Provide mediation services, when appropriate.
- ❖ Suggest that the parties attend educational / training programs.
- ❖ Jointly determine on best practices that are helpful to both parties.



JAN 2022 – MAY 2022

- Continue **#BullyFreeCUNY** campaign
- Participate in contract campaign
- Conduct workshops and trainings
- Invited speakers
- Book group
- Assist and support campuses in developing advocacy initiatives

GOALS

- Contract language that prohibits workplace bullying
- Workplace bullying policy
- Support for those impacted by bullying
- Whistleblower protections
- Laws and penalties to discourage workplace bullying or abusive conduct
- Ensure healthy and safe workplace
- Adoption of community norms and practices
- Shift culture at CUNY and PSC

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.

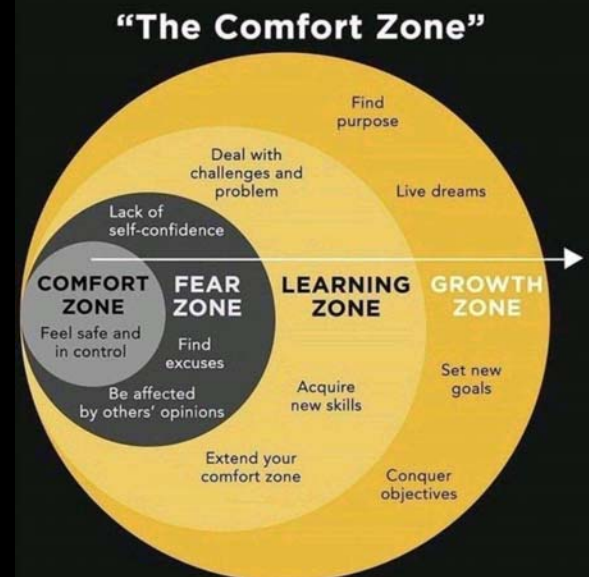
In order for our community to function in this way, it is useful for its individual members to make the following commitments:

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.

**PSC
CUNY**

Ways to Get Involved

- Know your rights!
- Attend anti-bullying workshops or trainings
- Participate in a book group
- Join a support group
- Support your colleagues and co-workers
- Tell your story
- Lobby for legislation
- Become a healthy workplace advocate
- Join a Campus Action Team (CAT)
- Form an anti-bullying committee on your campus



THANK YOU

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

BullyFreeCUNY@gmail.com