


## Workplace Bullying 101: The State of Bullying at CUNY


**Monday, October 16, 2023 | 6:30 PM – 8:30 PM**  
<https://www.psc-cuny.org/issues/anti-bullying>

**PSC**  
CUNY




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## 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

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## 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.



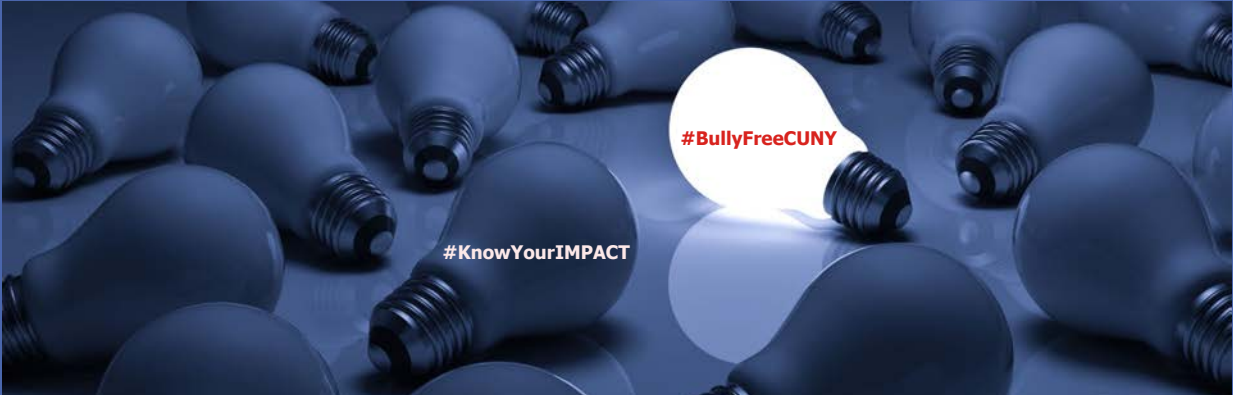
<https://psc-cuny.org/about-us/psc-community-norms-and-practices/>

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**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 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.

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## Outline and Presentation Goals

- What is workplace bullying, how to recognize it, why does it occur, and its effects.
- Understanding the bullying cycle.
- What do you do when workplace bullying occurs?
- What is the PSC doing about workplace bullying and how to get involved?

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## 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.

Source: <https://www.psc-cuny.org/clarion/june-2012/what-workplace-bullying>

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## What does workplace bullying involve?

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.

Source: <https://www.psc-cuny.org/clarion/june-2012/what-workplace-bullying>

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## What Does Bullying Look Like?



- Quiet
  - Spread misinformation
  - Share information inappropriately
  - Use nonverbal intimidation
  - Make veiled threats
  - Lies about past statements or move the goal line
  - Provide too much or not enough work
  - Withhold resources
  - Faint Praise
- Loud
  - Yell
  - Publicly criticize
  - Find fault constantly
  - Publicly humiliate
  - Physically threaten or intimidate
  - Over supervise
  - Mock and demean
  - Constant attention to shortcomings

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## Examples of bullying at CUNY

- Supervisor gives the CLT inordinate amounts of work to do with deadlines that are impossible to follow.
- HEO Director shouts orders to the office personnel.
- Chairperson ignores adjunct faculty member consistently at meetings and refuses to acknowledge suggestions from adjunct.
- HEOs gossip about one particular HEO who is shy and withdrawn.
- HEO supervisor assigns tasks that are beyond person's skill level without prior training.
- Department Chair excessively monitors the work of the CLT.
- Chairperson expects faculty member to apply for promotion but does not provide access to information, consultation nor resources on how to apply and perfect one's application.
- A senior faculty member constantly reminds junior faculty of past errors.
- CLT is ignored and constantly isolated from other members in department.

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## Cyberbullying

The New York Attorney General defines cyberbullying as the use of email, websites, instant messaging, chat rooms, text messaging and digital cameras to antagonize and intimidate others.

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## Remote Work and Cyberbullying – How to Recognize It

- Intentionally putting someone on the spot in a Zoom meeting to embarrass them.
- Supervisor changes the passwords of the department accounts so certain people in the department cannot access the account.
- Intimidating one's colleagues after work hours by phone or email – after hour text messages and phone calls from your supervisor.
- Sending offensive messages, insults, personal threats, intimidation between colleagues on the phone, video or through email.
- Withholding work-related information
- Spreading online rumors through social media

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## Poll #1

**Have you ever witnessed bullying at CUNY?**

- Yes
- No
- Not sure



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## Poll #2

**Have you ever been bullied or a target of a bully while at CUNY?**

- Yes
- No
- Not sure



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## Poll #3

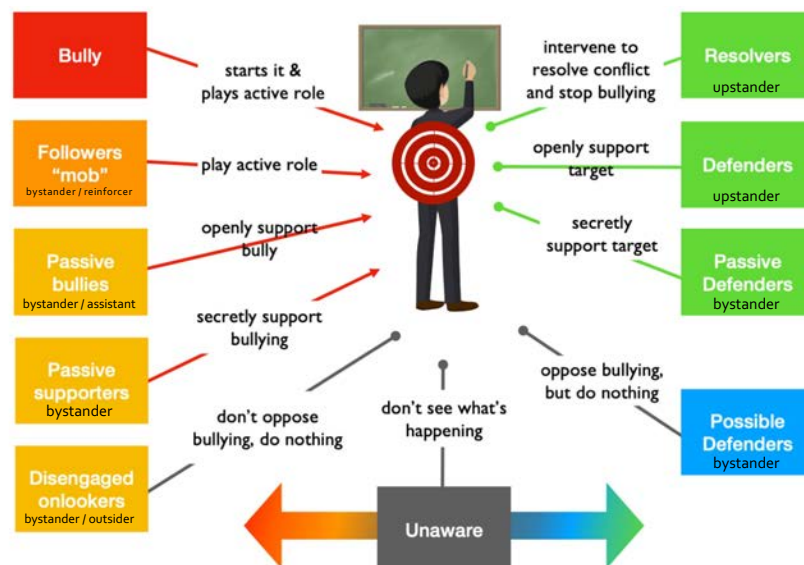
### Did you report it?

- Yes
- No
- Not sure



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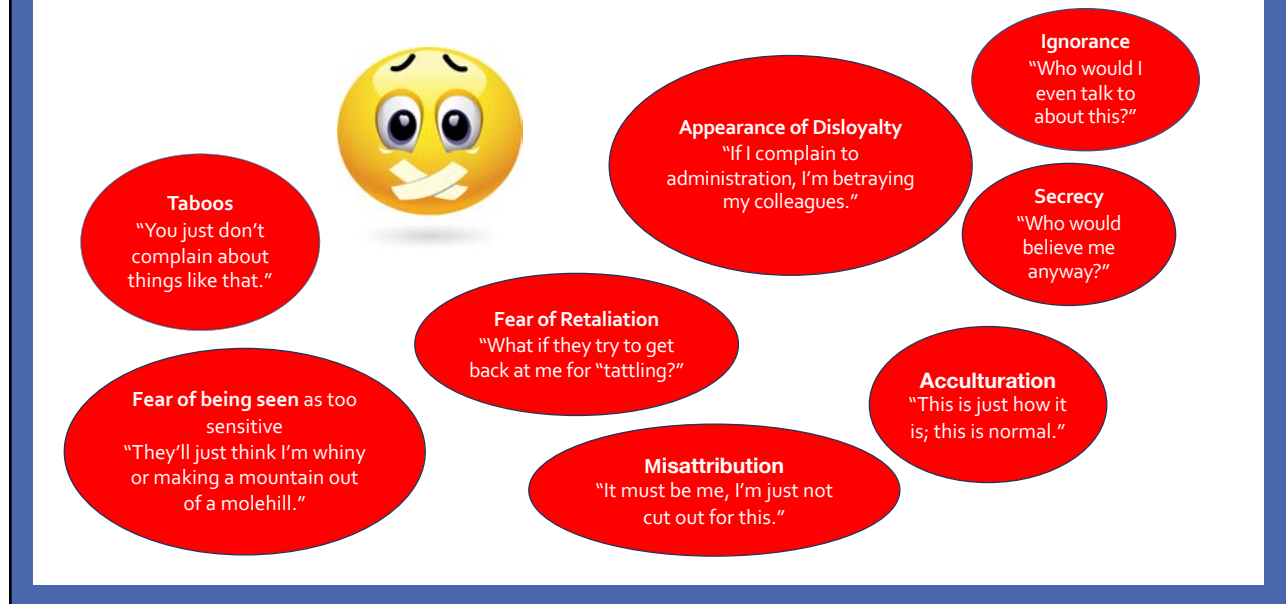
### We all have a role to play – how witnesses respond?



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## Why do many targets remain silent?



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## Targets Pay The Greatest Cost In Workplace Bullying


Physical Health Consequences	Psychological Consequences	Psychosocial Consequences	Career Consequences
Cardiovascular Disease	Depression	Loneliness, Social distancing & Isolation	Loss of Professional Identity
Gastrointestinal Problems	Anxiety	Loss of Significant Workplace Relationships	Job Disengagement
Headaches, Sleep Problems, Exhaustion	PTSD	Loss of Trust in Others and the World	Stigmatization and Loss of Reputation
Impaired Immune Functioning	Suicide	Loss of Belief that the World is Just and Fair	Salary Loss (lack of advancement, & opportunities)
			Difficulties with Re-employability

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## Target's Costs Go Beyond Targets

Individuals & Their Families	Institutions	Society
Psychological	Loss of Productivity	Wasting of taxpayer money
Physical	Less willingness to take risk or make change	Physical & mental health care
Psychosocial	Cynicism & loss of commitment to institution	Social support services
Financial	Loss of diversity	
Career	Chilling effect on others	

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## COULD YOU BE A WORKPLACE BULLY?

Who are the different types of bullies?

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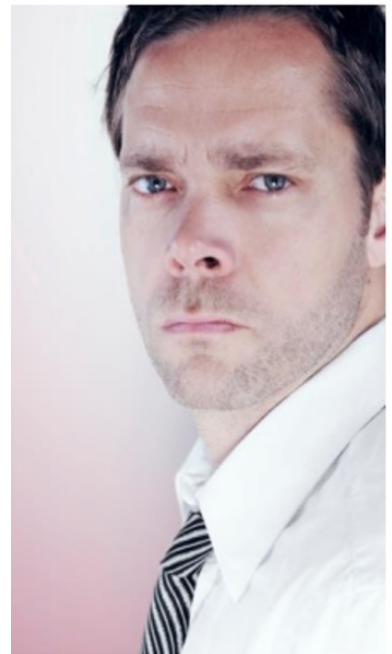
## The Stress Bully

- Loses composure during stress
- Can be verbally abusive
- Believes it is immediately erased by normative behavior
- Will deny being a bully but claims target (he, she, they) is very emotional
- Seen as a driver who gets results
- May be more stressful for some than others

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## The Political Bully

- Uses emotional manipulation and power to compete or to label others
- Socially adept and dishonest
- Extremely likely to take credit for work of others
- Manages up, abuses down
- Team feels a need to be with him/her or against her
- "Crazy making" to target



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## The “Old School” Bully

- Bullying is part of the culture
- Does not have a wide variety of tools available
- Lacks empathy – believes adversity makes people strong
- Focuses exclusively on measurable results
- “They should be happy they have a job.”

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## The Organizational Bully

- Prevails in politics, unionized workplaces, sports organizations.
- Wields substantial clout and influence
- Can threaten and mobilize group condemnation or ostracism
- Often makes use of email lists to publicly criticize
- Speaks for the “good of the group,” but allows no dissent
- Will openly call people out on disloyalty



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## The Privileged Bully

- Earned or unearned privilege
- Indispensable to the organization
- Has unilateral control over the success or failure of others.
- Generally unapproachable by leaders at any level.
- Operates with mindset of "high standards."



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## The Peer Bully

- Bigotry not based on protected class
- Alpha characteristics or status / power / authority difference
- With them or against them
- May create alliance against leaders
- Create "turkeys."



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## Mobbing, or Group Bullying

- We are attracted to being a member of an in group
- Affiliation with others is powerful
- Cognitive Dissonance allows justification
- Feelings of power are pleasing when they promote affiliation.



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## “Death By Documentation”

- Use personnel practices as a tool to intimidate, harass, harangue, shame and motivate employees to quit
- Differs from legitimate documentation in that it is not preceded by attempts to provide tangible targets for performance improvement and assistance in meeting those targets



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## If You Recognize Yourself in the Bullying Types

- You can change
- You can acknowledge and own it
- You can apologize
- You can ask for help
- You can ask for feedback
- You can be a more productive and admired member of the organization
- Or you can deal with the inevitable consequences



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## WHY BULLYING OCCURS?

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## Why does workplace bullying occur?

- increasing workload/insufficient staffing
- working in isolation
- unclear or shifting job responsibilities
- changing face of the workforce and leaders do not respond effectively
- governance structure, academic freedom and tenure issues create unresolved decisions
- conflicts in perspective

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## Other challenges that cause workplace bullying to occur and make prevention and intervention less likely

- increased bureaucracy
- pressure to adopt a more corporate model of operation
- increased administrative burden, unclear or shifting job responsibilities
- lack of adequate job training
- lack of meaningful performance review/accountability
- lack of protections in policies or contract

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## The focus of academic culture is on the individual rather than the organization

- Emphasis on individual achievements
- Competition and hyper-specialization
- Academic informality (blurred line between the personal and the professional)
- Belief that conflict is abnormal (and about the individual, not the issue)
- Lack of commitment to honest and thorough assessment

CULTURE  
beliefs and  
expectations

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## Academic structure makes it difficult to know what is happening and what to do about it

- Decentralized structure (i.e. faculty governance, separate administrative branches for academics and campus management...)
- Lack of protections in policies or contract
- Ambiguous and changing expectations
- Lack of clear feedback on performance
- Confidential (secretive) peer-review

STRUCTURE  
processes  
and  
procedures

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## How do bullies choose their targets?

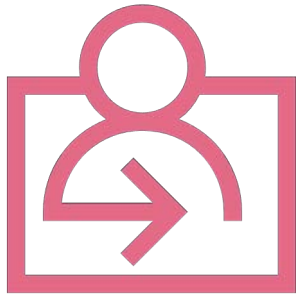
1. You are effective and capable in your job => bully is jealous of target.
2. You are well-liked and accepted by others => trusting, approachable, tolerant => easy prey for confrontation and manipulation.
3. You have integrity and high moral standards => people who threaten the bully's territory.
4. You are kind and capable of showing empathy to others => vulnerable to bully especially if lacking in self-esteem/assertiveness.
5. You have a high tolerance level for difficult people => bullies look for people who put up no resistance to attacks.

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## Why do we tolerate workplace bullying?

1. It's socially unacceptable to push back.
2. If we push back – will we really win or will we make matters worse?
3. If we react to the bully's demands, we lose vision of what we want and need - leaving us fearful and afraid as opposed to being secure and empowered.

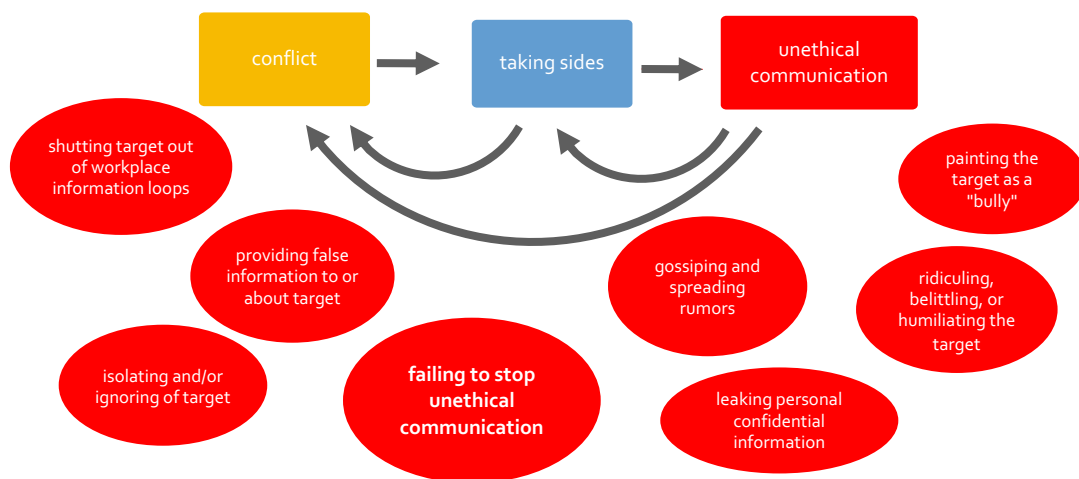
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Workplace bullies often operate within the established rules and policies of their organization often using official communication chains to bully.

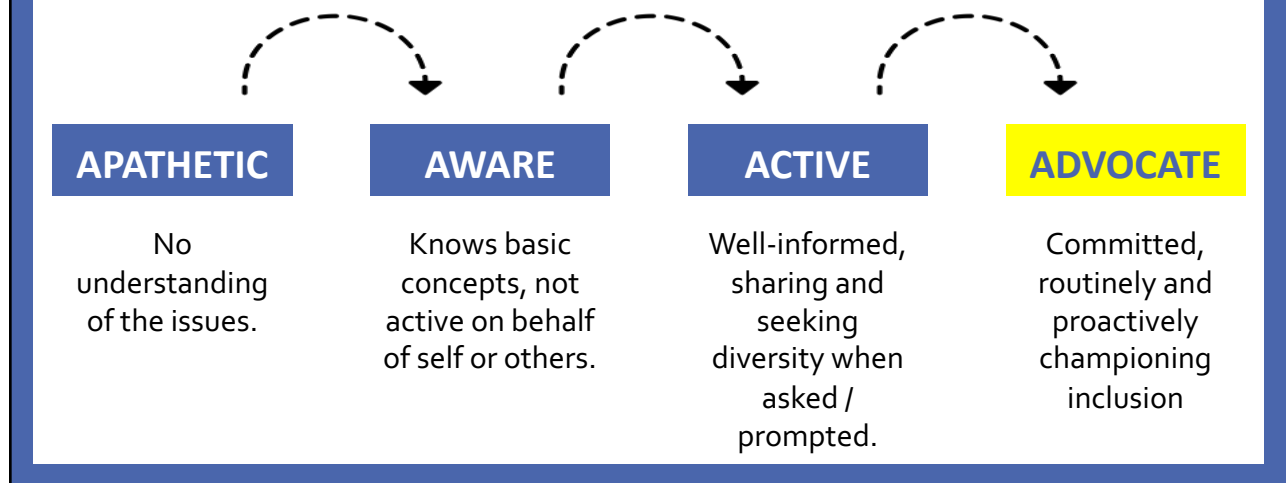
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### Unethical communication leads to escalation of conflict



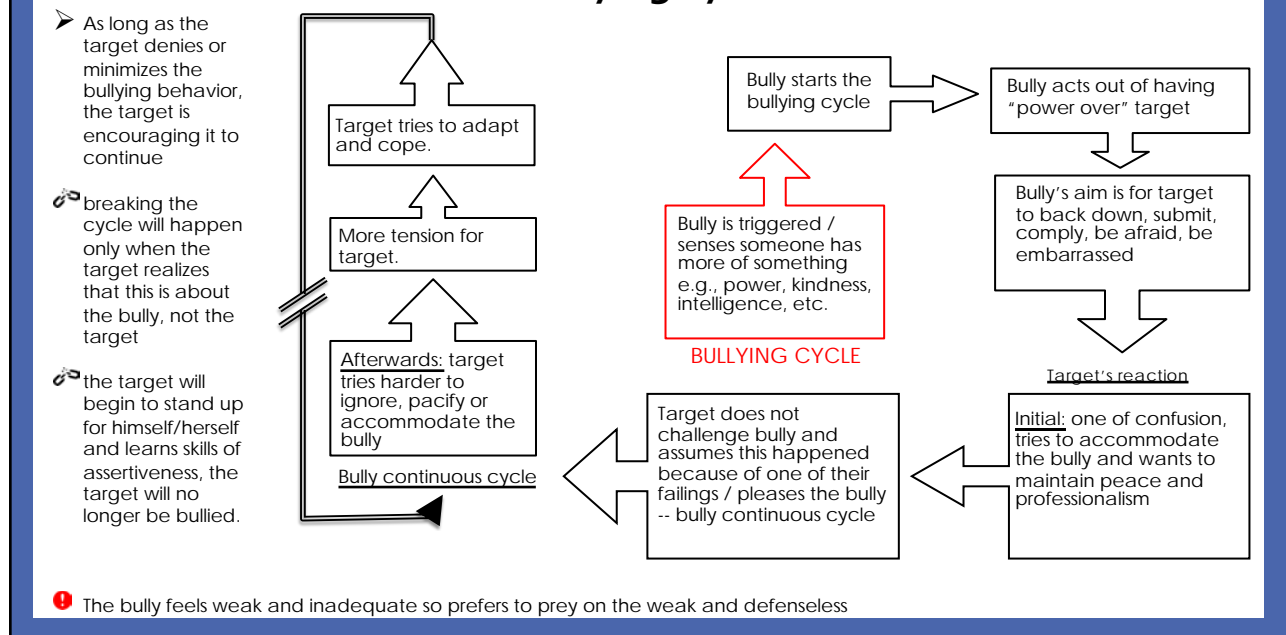
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## Ally Continuum for Targets & Bullies



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## The Bullying Cycle




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## What Can We Do to Stop Workplace Bullying?

- Workplace bullying prevention starts with you.
- Model and support ethical, respectful behavior in your everyday interactions by treating people with dignity and respect.
- Communicate assertively.
- Examine the situation, evaluate options and make appropriate decisions.
- Actively participate in trainings that involve self-empowerment and self-resilience.
- Develop a universal policy and culture change to treat all with dignity and respect.

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**CONSIDER A  
FRAMEWORK  
CHARACTERIZED BY A  
FOUR PRONGED  
APPROACH TO STOP  
WORKPLACE BULLYING**

1. State the Problem	3. Empower Yourself
2. Protect Yourself	4. Take Action

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## 1. State the Problem

- Acknowledge the bullying.
- Realize that the bullying is about the bully, not you.
- Understand how bullying affects you.

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## 2. Protect Yourself

- Document the bullying (personal journal or log).
  - For each incident, date, time, location, witnesses present, what happened, how it made you feel, identify the disrespectful behavior.
- Protect your health.
- Know that you will get through this.

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### 3. Empower Yourself


- Increase your level of wellness.
- Take care of your physical health.
- Manage your stress levels.
- Build your self-esteem.
- Increase options.
- Learn to assert yourself.
- Develop your strengths.

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### 4. Take Action

- Assemble your support team  
Your support team consists of everyone whose help you want and who is willing to give it.
  - Choose a friend or co-worker who is kind and caring; an empathetic listener. (empathy)
  - Let your friend or co-worker know you want their caring and concern. (sympathy).
  - If you seek professional advice, choose a therapist who specializes in conflict resolution and workplace bullying. Make sure you feel comfortable with them. (advice)
- Examine options
- Make effective decisions

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## HOW DO YOU REACT WHEN YOUR BULLY SPEAKS TO YOU?

Passive, Assertive, Aggressive Communication  
Confronting the Bully  
Effective Decision Making

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	PASSIVE	AGGRESSIVE	ASSERTIVE
<b>BEHAVIOR</b>	Keep quiet, don't say what you feel, need or want. Put yourself down frequently. Deny that you disagree with others or feel differently.	Express your feelings and wants as though any other view is unreasonable or stupid. Dismiss, ignore or insult the needs, wants and opinions of others.	Express your needs, wants and feelings directly and honestly. Don't assume you are correct or that everyone will feel the same way. Allow others to hold other views without dismissing or insulting them.
<b>NONVERBAL BODY LANGUAGE</b>	Make yourself small. Look down, hunch your shoulders, avoid eye contact. Speak softly.	Make yourself large and threatening. Eye contact is fixed and penetrating. Voice is loud, perhaps shouting.	Body is relaxed, movements are casual, eye contact is frequent, but not glaring.
<b>EMOTIONS</b>	Fear of rejection. Helplessness, frustration and anger. Resentment toward others who "use" you. Reduced self-respect.	Angry or powerful at the time, and victorious when you win. Afterward: remorse, guilt or self-hatred for hurting others.	You feel positive about yourself and the way you treat others. Self-esteem rises.
<b>GOALS</b>	Avoid conflict. Please others at any expense to yourself. Give others control over you.	Win at any expense to others. Gain control over them.	Both you and others keep your self-respect. Express yourself without having to win all the time. No one controls anyone else.

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## What manifests assertive behavior?

I like...

DEFINES SITUATION

I don't Like... (I Feel...)

I Want... (need...)

STATES EXPECTATIONS

If You Will, I Will...

DESCRIBES CONSEQUENCES

If You Want, I Will...

If You Will, I Won't...

If You Won't, I Won't

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## How do you confront the bully?

- **Honest.** Always be honest. Candid. Just be yourself.
- **Agreeable.** Agree where you can to demonstrate that you want to cooperatively resolve the problem. Never defend yourself. Don't argue.
- **Respectful.** Always treat yourself and the other person with respect.
- **Direct.** Be direct. Speak simply. Clearly state what you want. Instead of saying what the bully should do, say what you want.

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## How to Approach the Bully

1. Set a boundary to let bully know their tactics are not appropriate and won't tolerate them => feel empowered and more confident because you have set the boundary.
2. You can say this in two ways in person (write it out first, then say it) or in writing only.

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### 3. Asserting Yourself with Bully

Bully cannot be "reasoned" with

Bully will respond with the following tactics:

Denial – "You're making a mountain out of a molehill"

Counter-attack – Lying, deception, hypocrisy, blame – avoids responsibility

Victimhood – Bully plays victim – bully is deeply offended

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4. Make a daily practice to review in your mind the encounters you have every day (daily briefing).

What did the other person do or say?

How did you respond?

How might you have responded in a more assertive way?

5. Basic principle of assertiveness – respect yourself and others.

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## What are the steps to effective decision making?

- Identify your options
- Evaluate the options
- Choose an option  
(you have already stated the problem and have identified possible solutions)
- Communicate – Continue to work on assertiveness skills
- Continue to build your self-esteem
- Empower yourself – increase your level of wellness

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**Step 1: Identify Your Options**

1. Ignore
2. Avoid
3. Try harder to get along
4. Talk to person – what is the problem?
5. Talk to person – ask them to lay off.
6. Threaten to report them
7. Talk to supervisor

**Step #2: Evaluate Your Options**

		Pros:	Cons:
1.	Ignore		None; things will just get worse.
2.	Avoid		Don't have to deal with it – we work too closely.
3.	Get along		None; he gets worse when I try.
4.	Talk about problem?		Might work it out. Or he might get worse. He might reject me.
5.	Lay off		He might cooperate. Or he might get worse.
6.	Threaten		He might stop, might call my bluff or force me to follow through with it. Do I want to?
7.	Talk to supervisor		Might be able to help. He already sees the bullying. I may be seen as a complainer.

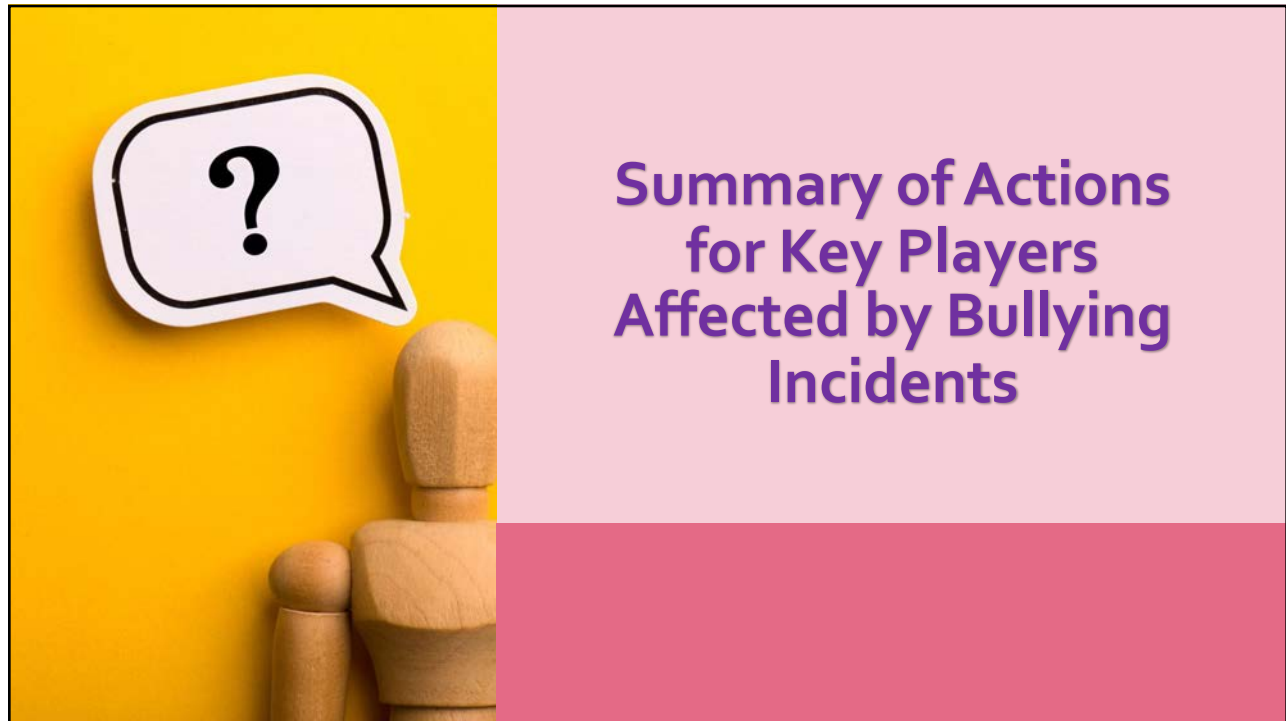
**Step 3: Choose an option**

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## Examples of boundary-setting sentences

- I can't do that, but I can help you find someone who can.
- I appreciate the gesture, but in the future, I'd prefer to...
- I can't take on additional responsibilities right now.
- I'm not comfortable discussing this topic with you.
- I'm uncomfortable with what you just said / did.
- Thanks for your concern, but I can handle this.
- I can't attend, but I appreciate the invitation.
- I don't give you permission to do [x] to me.
- I can't do [x], but I'm open to trying [y].
- I don't feel safe so I'm going to leave.
- I won't be spoken to in that manner.
- I'm allowed to change my mind.
- Thanks, but I'm not interested.
- I wish I could, but I can't.
- No, thank you.
- No.

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## Bullying is Abuse

- Its consequences are as grave as those of domestic abuse or assault
- If we would not stand and watch these things, we owe it to ourselves to find a way to help or support those experiencing it
- By doing so, we are whistleblowers, protected from reprisal by University policy and State Law.

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## If you Feel Bullied

- Object early; the effectiveness of objecting diminishes over time
- Seek support and assistance
- Get feedback and advice
- Seek supervisory assistance; climb the organizational ladder
- Frame your concerns by identifying specific behaviors, language or action AND the effects

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## Bystanders and Allies

- Name or acknowledge unfair or unkind treatment
- Interrupt bullying behavior
- Publicly support those affected
- Privately support those affected
- Privately confront those involved
- Use body language to provide feedback in the moment
- Report to someone who can do something about it.

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## Key Aspects of Dealing with a Complaint

- Listen more than talk: hear the story
- Do not debate, express doubt or lay blame
- Affirm feelings
- THEN get salient facts, witness and evidence
- Stay neutral, and if you can't, get help
- Use a "reasonable person" standard
- Acknowledge you may have "missed" something in the course of supervision

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## Acknowledgements

- University of Massachusetts Amherst
- Nikki McDaniel, Bronx Community College
- Claudia Shacter-deChabert, School of Labor and Urban Studies
- Nancy Willard, Center for Safe and Responsible Use of the Internet
- Valerie Cade, Bully Free at Work
- Right To Be – formerly Hollaback
- Ruth & Gary Namie, Workplace Bullying Institute
- Harvard Business Review
- Sentrion
- Sheridan Abraham, York College
- Nancy Willard, Center for Safe and Responsible Use of the Internet

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## 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.



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## About the PSC Anti-Bullying Committee (ABC)

Adopted on December 10, 2020 by the PSC Delegate Assembly and reauthorized through December 15, 2023.

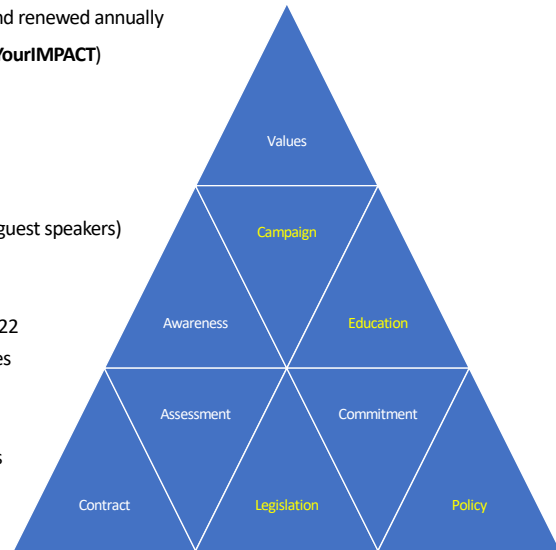
Resolved, that the PSC Delegate Assembly form an **ad hoc** Anti-Bullying Committee for a period **not to exceed one year**. The committee will **advise and participate in the anti-bullying campaign and monitor and recommend and formulate policies for accountability and transparency related to workplace 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>

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# PSC ABC Initiatives

1. The **PSC Anti-Bullying Committee (ABC)** was formed on December 10, 2019 and renewed annually
2. Developed and lead the PSC Anti-Bullying Campaign (**#BullyFreeCUNY #KnowYourIMPACT**)
3. Developed **PSC Community Norms and Practices** (EC approved July 27, 2021)
4. Developed **Graciano Matos Resolution** (DA approved September 2021)
  - Annual celebration of **Freedom from Workplace Bullies Week**
5. Raise **Awareness & Membership Education** of Workplace Bullying Prevention
  - Membership engagements via monthly events (e.g., workshop, trainings, guest speakers)
  - Conduct local anti-bullying presentations as requested
  - Training for Grievance Counselors, advisors and campus support teams
6. **ABC Advocacy Proposal** on workplace bullying prevention passed in March 2022
  - Formation of **PSC local campus support teams** or Anti-Bullying Committees on workplace bullying prevention
7. Conduct surveys and field **research** and publish **reports and findings**
8. Develop **literature and social media and website content** to amplify the issues
9. **Labor-management meetings** to discuss issues related to workplace bullying
10. **Fight for contractual and legal protections** promoting safe workplaces and prohibiting workplace abuses



Framework for Bullying Prevention and Management at CUNY

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**Workplace Bullying IS NOT OK**

“Respect for every person’s worth is fundamental to a university, particularly to CUNY, which was founded on principles of inclusion. On behalf of the University and the PSC, we remain resolute in our commitment to a workplace that respects all employees, honors the dignity of all students, faculty and staff, and does not tolerate discrimination or harassment. To further support our shared commitment to a dignified, respectful workplace, the University and the PSC have agreed to develop a joint campaign regarding bullying in the workplace.”

- CUNY and PSC (October 2020)

**Do**

- ✓ Treat others with dignity and respect.
- ✓ Use effective communication skills.
- ✓ Provide constructive performance guidance, including positive feedback.
- ✓ Be inclusive and maintain collegiality.
- ✓ Make all team goals achievable and realistic.
- ✓ Document and report the bullying.
- ✓ Reach out and seek union guidance.

**Problem**

- ✗ No CUNY policy on workplace bullying.
- ✗ No CUNY trainings focused on bullying prevention or abusive conduct.
- ✗ No confidential line to report abusive behavior.
- ✗ Employees fear retaliation for reporting abusive conduct.
- ✗ No formal process for dispute resolution and complaint management of workplace bullying cases.
- ✗ Campuses have different means of dealing with complaints of abuse.
- ✗ Historic culture of bullying in academia.

**Don’t**

- ✗ Don’t intimidate, manipulate or threaten.
- ✗ Don’t be verbally, physically, emotionally, spiritually or psychologically abusive.
- ✗ Don’t be unreasonable and persistent in your criticism.
- ✗ Don’t deliberately exclude or isolate someone.
- ✗ Don’t set unachievable targets or unrealistic deadlines.

**Solution**

“Organize, agitate, educate, must be our war cry.”

-Susan B. Anthony

**PSC Anti-Bullying Campaign**

VALUES

- Safety
- Dignity
- Respect
- Integrity
- Collaboration
- Communication
- Engagement
- Creativity
- Innovative
- Trust
- Kindness
- Compassion

GOALS

- Ensure dignity at work
- Preventing disrespect
- Contract language that prohibits workplace bullying
- Adoption of community norms and practices
- Build culture of support

MISSION

- Eliminating or eradicating workplace bullying
- Raising awareness and education
- Pursuing legislation

VISION

- We envision a University where students, faculty, and staff regardless of ethnicity, race, sexual preference, etc. can safely and work with dignity and respect, free from bullying and all forms of harassment.

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

**How to Win this Demand?**

**Be the change you want to see in the world**

**Be an Advocate**

**Tell Your Story!**

**Get into “Good Trouble”**

**-John Lewis**

**Attend a Bargaining Session**

**Engage and Participate in the Contract Campaign**

**When We Fight, We Win!**

**2023 PSC Contract Demand**

“C. Work-Life Balance and Professional Respect. (4) PSC and CUNY will work jointly to combat harassment and bullying in the physical and virtual workplace (cyberbullying). A university-wide labor-management committee on professional respect shall be established.”

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## PSC Anti-Bullying Campaign



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

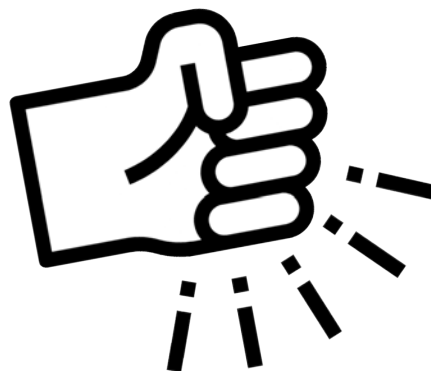


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## 2023 PSC Contract Demand

"C. Work-Life Balance and Professional Respect

4. PSC and CUNY will work jointly to combat harassment and bullying in the physical and virtual workplace (cyberbullying). A university-wide labor-management committee on professional respect shall be established."



**RAISES | JUSTICE | COMMUNITY**  
A Fair Contract for a People's CUNY

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## How to Win this Demand?

*Be the change you want to see in the world*

Become a healthy workplace advocate

Tell Your Story!

*Get into "Good Trouble" – John Lewis*

Attend a bargaining session

Engage and Participate  
in the Contract Campaign

*When We Fight, We Win!*



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## How to tell your story in 3 minutes!

1. **Introduction** – who you are
2. **Legitimization** – why your testimony is well informed  
(years of experience, role at CUNY, relevant expertise)
3. **Problem** – going from the general to the specific
  - a. Good to speak about how students are impacted.
  - b. Make it personal, about you, your college, our department, or office.
4. **Solution** – what we want to happen
5. **Action**
  - a. What specifically CUNY should do

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## PSC Campus Support Teams on Bullying Prevention

- ✓Raise awareness and education about workplace bullying prevention
- ✓Promote understanding through conversation and dialogue
- ✓Spread the word about related events
- ✓Share resources with campus community
- ✓Provide support to affected members via a local campus support team
- ✓Model advocacy for the community

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## 2023-2024 CUNY Workplace Violence Prevention Training (WVP) Section 6: Anti-Bullying

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- 6.1 What Constitutes Workplace Bullying?
  - 6.2 Examples of Workplace Bullying
  - 6.3 Cyberbullying
  - 6.4 Impacts of Workplace Bullying
  - 6.5 What Can I Do As An Employee?

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The slide is divided into three main sections. On the left, there is a yellow vertical band containing a white speech bubble with a black question mark and a wooden figure. The top right section is light purple and contains the text 'Q&A DISCUSSION' in orange. The bottom right section is dark purple and contains the text 'Please use Zoom raise hand or direct message a Zoom host.' in white.

**Q&A  
DISCUSSION**

Please use Zoom raise hand  
or direct message a Zoom host.

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The slide has a yellow background. On the left, there is a white speech bubble with a black outline containing the text 'Thank You!' and a wooden figure. At the bottom, there is a white horizontal band containing the URL 'https://psc-cuny.org/issues/anti-bullying/' in black.

**Thank  
You!**

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

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