


**Can Kindness Overcome Workplace Bullying?**

**Thursday, November 9, 2023**  
**6:30 pm – 8:30 pm**

HOST: PSC ANTI-BULLYING COMMITTEE  
<https://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.



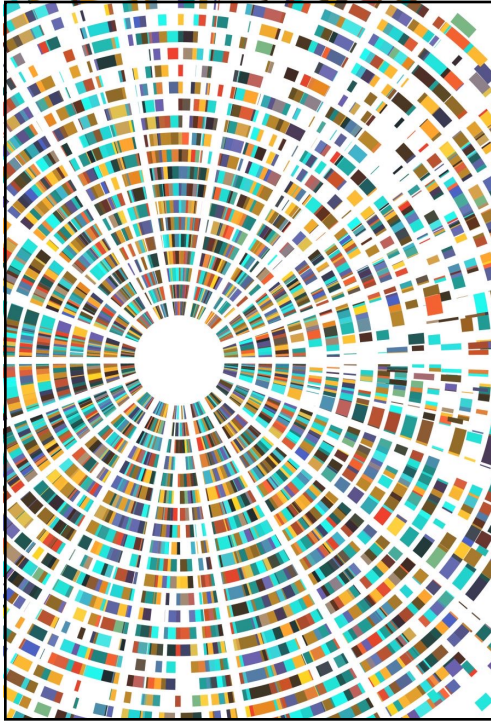
<https://psc-cuny.org/about-us/psc-community-norms-and-practices/>

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**SPEAKER BIO.** Professor Sheridan Abraham is an adjunct Professor of Business and Marketing at York College. She has researched Workplace Bullying extensively and has presented and been published at conferences proceedings on the topic. She is a certified Emotional Intelligence (EI) practitioner and her goal is to eradicate workplace bullying while helping people cope with the side effects of the phenomenon.

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# Can Kindness Overcome Workplace Bullying?

AN OPEN DISCUSSION LED BY:

**SHERIDAN ABRAHAM**

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## Workplace Bullying Defined – What is it?

**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.

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## What is **Kindnesses?**

Since we are a culturally diverse population, we may all look at kindness in different ways, but we all recognize it when we see it.

According to Cole-King and Gilbert (2011):

‘sensitivity to the distress of ... others with a commitment to try and do something about it’.

- It requires Action!! – Harvard Davis Lecture (2015)

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**Kindness –**  
A.K.A.

- **Compassion**
- **Empathy**
- **Consideration**
- **Duty of Care**
- **Generosity of Spirit**

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## Compassion

**Compassion** (or kindness) is 'sensitivity to the distress of ... others with a commitment to try and do something about it'.

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## Empathy

□ plays a critical interpersonal and societal role, enabling sharing of experiences, needs, and desires between individuals and — providing an **emotional bridge** that promotes pro-social behavior.

□ **Cognitive empathy** must play a role when a lack of emotional empathy exists because of racial, ethnic, religious, or physical differences.

- Thoughts
- Feelings
- Experiences
- Needs
- Preferences

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## Empathy – qualities associated

- Good listening skills
- Open-minded
- Respectful
- Team player
- Problem solver
- Compassionate
- High emotional intelligence (EQ)

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## Duty of Care ✓

### Consideration



#### duty of care

n. a requirement that a person act toward others and the public with the watchfulness, attention, caution and prudence that a reasonable person in the circumstances would use.



If a person's actions do not meet this standard of care, then the acts are considered negligent, and any damages resulting may be claimed in a lawsuit for negligence.

The People's Law Dictionary by [Gerald and Kathleen Hill](#)

Publisher Fine Communications

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## When Empathy Matters

Workload may be extensive or too little

An employee grieving a loss

An employee dealing with an illness or caring for someone with an illness

Unexpected personal crisis

Conflicts between co-workers who don't see eye to eye on an issue or how to conduct a work assignment

An employee getting passed over for a promotion – or even being demoted

The prospect of layoffs

Inspireity Blog, (Nov. 2023)

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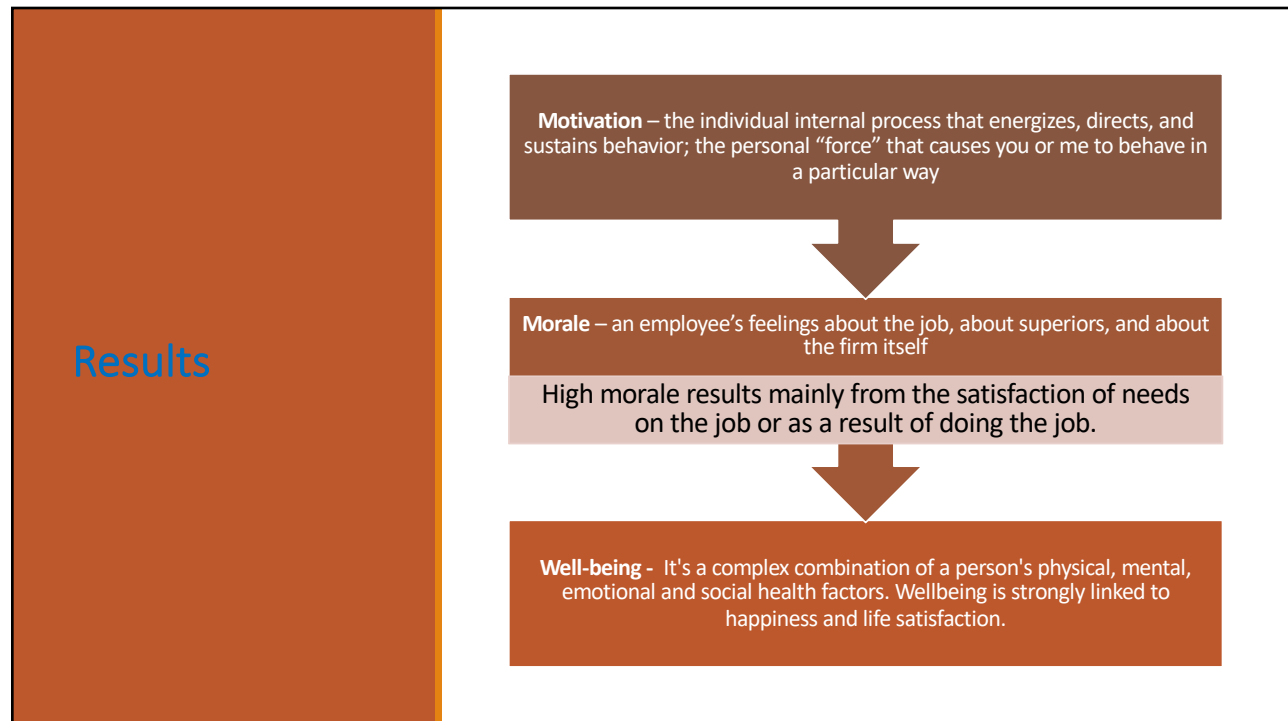
## Generosity of Spirit

To have generosity of spirit is to act with kindness, to be open and willing to share with others without any expectation of receiving something back in return. It means to celebrate the success and efforts of others without envy or resentment. Apr 27, 2020

<https://www.wellingtoncollege.org.uk/news-events/the-masters-voice/generosity-of-spirit/>

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Thank You! Be  
Kind!

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