



Bullying in the Workplace

State of Maryland Policy

Non Managers/Supervisors Training
Revised Policy, 2018

Purpose of the Refresher Training on Workplace Bullying

Recall the
concept of
workplace
bullying: what it
is and what it is
not

Recall how to
prevent
workplace
bullying and take
an active role in
stopping it

Recall the ways
in which an
employee,
whether victim
or witness, may
report an
incident of
workplace
bullying

What is Workplace Bullying?

- Intentional, persistent, malicious, unwelcome, severe or pervasive conduct that harms, intimidates, offends, degrades or humiliates an employee
- May be verbal (including written or electronic) or physical, at the place of work or in the course of employment
- Behavior that a reasonable person would find to be hostile, offensive, and not related to an employer's legitimate business interest

And What is NOT Workplace Bullying?

A single incident of unreasonable behavior – generally, bullying conduct is *persistent*

Disciplinary action taken in accordance with law, regulation or policy

Routine coaching and counseling including feedback and correction of work performance or conduct

Exercising management's prerogatives – such as promoting, transferring, assigning work, etc.

Individual differences in styles of personal expressions that may lead to conflict – as long as it is not meant to intimidate

Having differences of opinion on work-related concerns

Learning Check Quiz



Learning Check Question

Is public humiliation considered bullying?

Yes or No

Learning Check Answer

Is public humiliation considered bullying?

Yes



Learning Check Question

Is one incident of unreasonable behavior
considered bullying?

Yes or No

Learning Check Answer

Is one incident of unreasonable behavior considered bullying?

No

Learning Check Question

Is insulting an employee with offensive nicknames considered bullying?

Yes or No

Learning Check Answer

Is insulting an employee with offensive nicknames considered bullying?

Yes

Learning Check Question

Sending threatening emails?

Yes or No

Learning Check Answer

Sending threatening emails?

Yes

Learning Check Question

Is implementing legitimate discipline considered bullying?

Yes or No

Learning Check Answer

Is implementing legitimate discipline considered bullying?

No

If I Report Bullying to a Manager, What Must They Do?

- It is the duty of every manager and supervisor to immediately report to the appointing authority:
 - Any incident of bullying witnessed by the manager or supervisor themselves
 - Any incident of bullying brought to his/her attention by another employee

What Can Managers Do to Help Prevent Bullying?

Communicate effectively and engage workers in decision-making

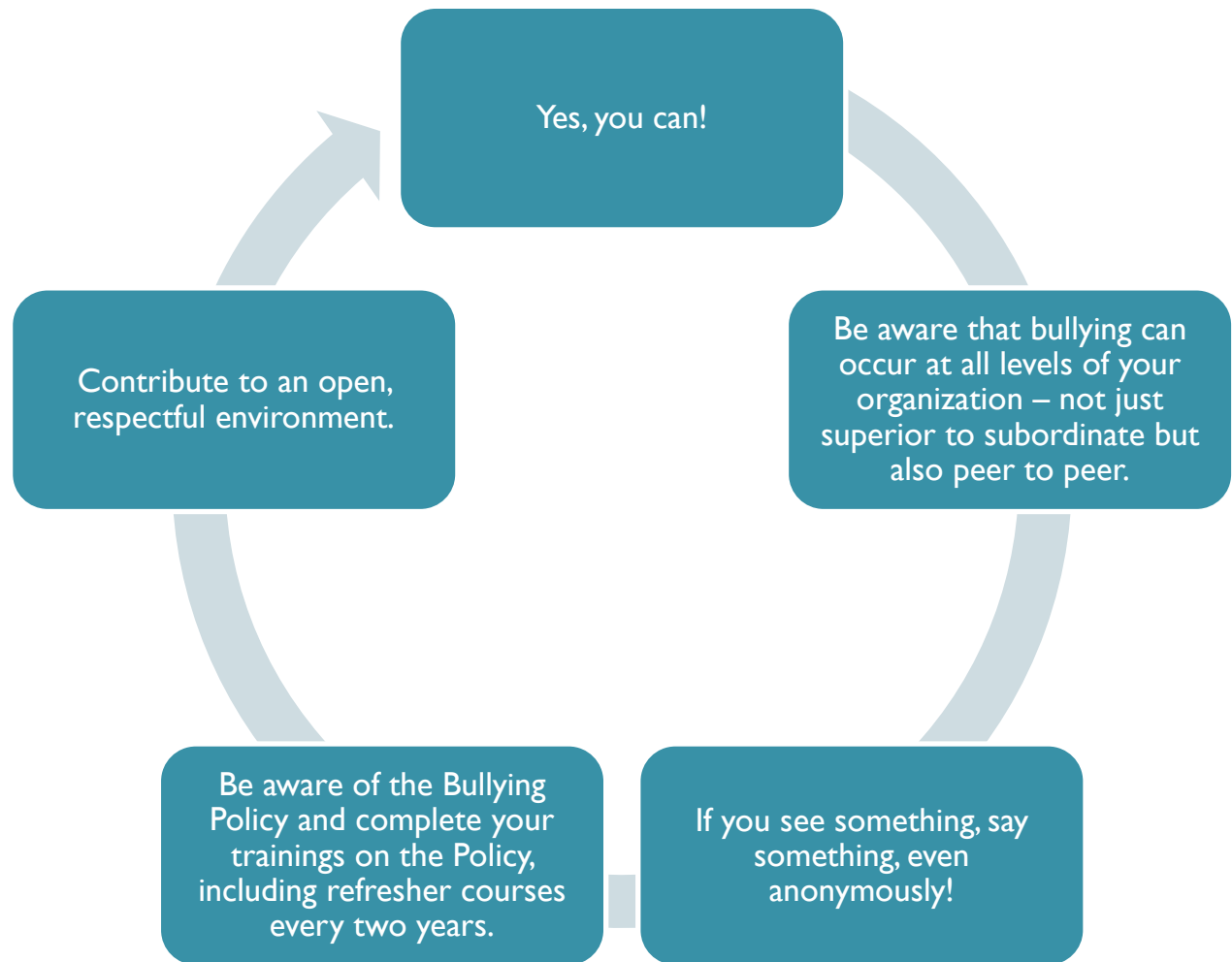
Manage difficult conversations and provide constructive feedback

Manage conflicts that arise

Effectively manage workloads and performance

Practice diversity and tolerance

Even If I'm Not a Manager, Can I Help Prevent Bullying?



Do I Need a Specific Form to Make a Report?

- No, you don't!
- Your agency may have a form they would *prefer* you to use.
- **However**, employees may report bullying incidents in any manner, whether in writing or in person or any other reasonable manner they find comfortable.
- Managers and supervisors **MUST** act on a bullying report, regardless of how it is reported.

Learning Check Quiz



Learning Check Question

A manager or supervisor must immediately report all bullying incidents to the appointing authority.

True or False

Learning Check Answer

A manager or supervisor must immediately report all bullying incidents to the appointing authority.

True

Learning Check Question

Bullying does not occur among peers, but rather only between superiors and subordinates.

True or False

Learning Check Answer

Bullying does not occur among peers, but rather only between superiors and subordinates.

False

Learning Check Question

If I witness bullying, regardless of my position, I should report it.

True or False

Learning Check Answer

If I witness bullying, regardless of my position, I should report it.

True



Learning Check Question

I must use the specific State or agency form to make a report.

True or False

Learning Check Answer

I must use the specific State or agency form to make a report.

False

When Should I Report Bullying to My Supervisor or Manager?

Report to your supervisor if you are a victim of bullying **NOT** due to:

Age, Ancestry, Color, Creed,

Gender Identity & Expression, Genetic Information,

Marital Status, Mental or Physical Disability,

National Origin, Race, Religious Affiliation, Belief or Opinion,

Sex, Sexual Orientation, or any other protected status

When Should I Report Bullying to the EEO Officer Instead?

File a written complaint with the EEO officer or head of the principal unit if you are a victim of bullying that ***IS*** due to:

Age, Ancestry, Color, Creed,

Gender Identity & Expression, Genetic Information,

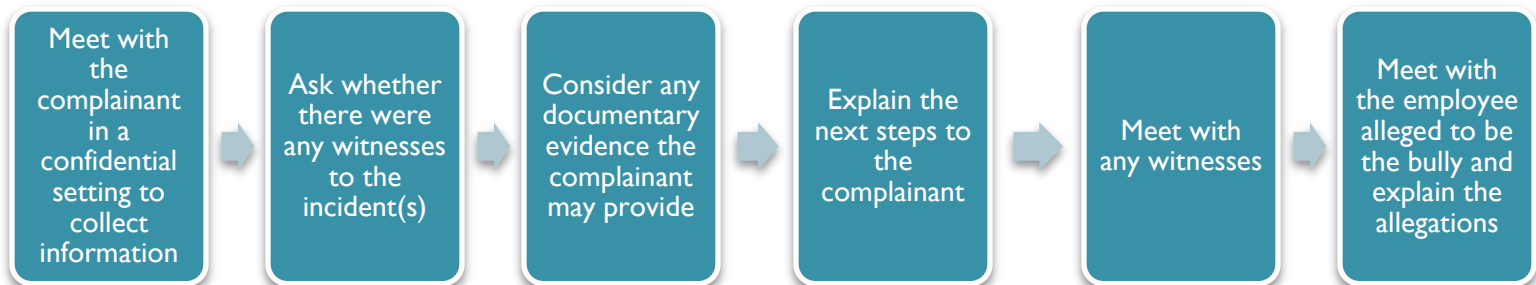
Marital Status, Mental or Physical Disability,

National Origin, Race, Religious Affiliation, Belief or Opinion,

Sex, Sexual Orientation, or any other protected status

How Must My Manager Respond to My Complaint?

The appointing authority or designee must investigate the complaint in the following manner:



Can Employees Be Disciplined for Bullying Others?

- Yes, they can.
- Managers and supervisors will take the following steps:



Can I Be Reassigned If I Am Bullied?

- Yes, you can request that you be reassigned if you are bullied.
- Management may also consider reassigning the bullying employee.
- Neither option is guaranteed, but is management's prerogative.
- Reassignment is not a form of discipline.

What If the Behavior Isn't Bullying?

- Poor workplace conduct and behavior is not necessarily bullying.
- Remember that one incident alone is not bullying.
- Regardless, an investigation should still take place and any reasonable steps should be taken to try to solve the problems.

Will I Get a Written Decision on My Complaint, and Can I Appeal?

Regardless of the outcome of the bullying investigation, the complainant should receive a written decision that addresses:

- The complaint itself
- The steps taken to address it
- Information that supports the outcome

If an employee believes the Bullying Policy was misinterpreted or misapplied in their case, they may:

- File a grievance within 20 days of receiving the written decision
- In accordance with State Personnel & Pensions Article, Title 12

Can I Be Retaliated Against for Making a Bullying Complaint?

- Retaliation against any employee who files a report about bullying, or is a witness to bullying and reports it or testifies to it, is ***strictly prohibited***.
- Any employee who harasses or intimidates another employee who has reported bullying behavior in the workplace may be subjected to disciplinary action, up to and including termination from State service.

Learning Check Quiz



Learning Check Question

If the complainant employee does not use the proper form to report bullying, the incident should not be investigated.

True or False

Learning Check Answer

If the complainant employee does not use the proper form to report bullying, the incident should not be investigated.

False

Learning Check Question

In lieu of disciplining a bully, the bully can be reassigned.

True or False

Learning Check Answer

In lieu of disciplining a bully, the bully can be reassigned.

False

Learning Check Question

The investigator must meet with the complainant, any witnesses, and the alleged bully when completing the investigation.

True or False

Learning Check Answer

The investigator must meet with the complainant, any witnesses, and the alleged bully when completing the investigation.

True

Thank You for Participating!

For more information on this topic, please refer to the State of Maryland Policy on Bullying in the Workplace located on the DBM website.

<http://dbm.maryland.gov/employees/Documents/Policies/Bullying%20in%20the%20Workplace.pdf>