

Intimidation in the Workplace Webinar Outline

1. Hostile Aggressiveness
 - Bully the misuse of power
 - Intimidation
 - Staff feel defenseless and that is an injustice
2. Aggression in the Workplace
 - Aggression involves an ongoing pattern of hostility or intimidation
3. Aggression vs. Intimidation (bullying)
 - Tough and demanding
 - Is the person fair and respectful
 - Demanding is different than intimidation
4. Statistics
 - 47 million workers report being intimidated
5. Examples of intimidation
 - Unwanted criticism
 - Blaming without facts
 - Treated differently
 - Humiliation
6. Organizational Intimidation
 - Is it accepted at your firm
 - Unreasonable expectations
 - Stress on staff
7. Signs of Intimidation
 - Failure to meet firm goals
 - Increased complaining by staff
 - Increased absences
 - Increased discipline or HR issues
8. Acceptance
 - That is the way s/he is
 - Staff less engaged
9. Factors that support Intimidation
 - Significant organizational change
 - It is the DNA of leader
 - Inadequate flow of information
 - Firm Policies do not address the issue

10. Intimidation affects staff

- PTSD
- Absences
- Reduced self esteem
- Worry
- Blaming
- Family or outside tension

11. Coping

- Relax
- Minimize the impact by keeping a journal
- Remain in control
- Don't react rationalize
- Stay organized

12. Summary