

CE Course Handout

Beyond Bullying

Saturday, June 11, 2016
10:00 a.m.-1:00 p.m.



BEYOND BULLYING

ADHA - June 11, 2016

Dorothy Garlough RDH, MPA, YES
Innovation Advancement
www.innovationadvancement.com
www.engagingteams.com
dgarlough@innovationadvancement.com

<https://www.facebook.com/InnovationAdvancement/>

Bullying Facts or Myths

Based on what you believe, place an F (Fact) or M (Myth) next to these statements.

____1. **Bullies suffer from insecurity and low self-esteem. They pick on others to make themselves feel more important.**

____2. **Bullies are narcissistic. Bullies are looking for attention. Ignore them and the bullying will stop.**

____3. **Bullies are only ever in management.**

____4. **Very often, the root driver of bullying behaviour is jealousy.**

____5. **Bullies often seek to bring others on board to support them.**

____6. **Bullies often project a different side of themselves to their superiors.**

Conflict Reaction Profile-Self Assessment

Read the statements below. Circle what is most accurate for you.

1. In a meeting where I do not agree with the conversation, I...
 - a) force my opinion
 - b) voice my opinion confidently
 - c) say nothing
2. When presented with a different point of view, I...
 - a) shut the other person down
 - b) listen objectively
 - c) am easily swayed
3. If I feel I am being pushed around, I...
 - a) push back, hard
 - b) stand my ground
 - c) retreat
4. When issues get fiery, I...
 - a) yell
 - b) communicate calmly
 - c) want to hide and get away
5. Other people tell me I am pushy...
 - a) quite often
 - b) rarely
 - c) never
6. Once I've made my point, and it seems to be going no where, I...
 - a) grow louder
 - b) repeat my point with more evidence to back my point
 - c) keep quiet
7. In an intense situation, I...
 - a) blow up
 - b) keep my cool
 - c) withdraw
8. Other people find me...
 - a) intimidating
 - b) a fair person
 - c) a push over
9. When I need help, I...
 - a) expect help
 - b) request help
 - c) don't ask
10. When making my point, I tend...
 - a) to belittle others
 - b) respect others
 - c) shrink from driving my point
11. When I am being ostracised, I...
 - a) get in the other's face
 - b) address it firmly
 - c) shut down
12. When a patient bullies me, I...
 - a) respond angrily
 - b) inform them of office policy
 - c) give them what they want

How many circled?

- a) _____
- b) _____
- c) _____

a - aggressive
b - assertive
c - passive

IDENTIFYING BEHAVIORS
on the
CIVILITY/INCIVILITY SPECTRUM

Below are some office scenarios. Choose where it best fits on the civility and incivility spectrum.

1. You are a new employee and the second day at your new job, you get invited to lunch by a co-worker. _____

2. In the past when a family member of a team member dies, the office manager sends flowers to the family. When your mom dies, there are no flowers or recognition of the emotionally trying time.

3. A team member asks you when you are leaving the practice. You have no intention of quitting and have never implied in any way that you are leaving. _____

4. You hop out of bed in the morning excited to go to work.

5. Another hygienist is puzzled by an oral lesion of one of her clients and seeks your opinion on what you think it might be.

6. At a staff meeting you make a suggestion and another staff member laughs at you and claims that it is a stupid idea.

7. You adamantly disagree with your co-worker promoting (and charging) fluoride rinses for 100% of her adult clients. In spite of this divide, you still get along. _____

8. A quadrant laser patient that you have history and relationship with is not booked for the last quadrant laser therapy with you and you know it is because the FDR (front desk recruit) is bullying you. _____

Attitudes or Actions

These four statements are often heard in discussions about bullying. Place a T for True and an F for False next to statement each statement, based on what you believe.

___ 1. The target asks for it

___ 2. Bullies are good leaders

___ 3. Someone else being bullied is not my problem

___ 4. There is nothing that I can do about my work environment

___ 5. Targets are generally well liked

___ 6. Targets are generally poor performers

___ 7. Those that are targeted generally have strong collaborative skills

___ 8. Targets have a weak sense of ethics

___ 9. Bystanders feel that someone else being bullied is not their problem

___ 10. There is nothing a bystander can do when they see others being bullied

___ 11. A bystander never joins in with the bullying

___ 12. A bystander needs to consider their own safety before intervening

Facts or Myths About Assertiveness

Based on your beliefs, place an F (Fact) or an M (Myth) in front of each statement.

- ___ To be assertive, you have to be rude.**
- ___ Assertive women are pushy women.**
- ___ Assertive people are respected.**
- ___ If you say no to a request, you are being selfish.**
- ___ To be polite, you have to be non-assertive.**
- ___ Assertive people know how to set boundaries.**
- ___ You have no right to question an authority figure.**
- ___ In our culture, only aggressive people are successful.**
- ___ You have the right to ask any question respectfully.**
- ___ Assertiveness means conflict, and you hate conflict.**
- ___ Assertiveness strengthens healthy relationships.**
- ___ If you become assertive, people might stop liking you.**
- ___ If you learn to use assertiveness, you might be become a “bitch”.**

HOW GOOD IS YOUR TEAM

Do your team members...
(Indicate Yes (Y) or No (N))

- _____ Share a common vision, mutual goals and commitment?
- _____ Monitor and help each other?
- _____ Respond quickly to request, concerns or complaints?
- _____ Take initiative and accept accountability for their decisions?
- _____ Trust, listen and cooperate with each other?
- _____ Share equally in rewards and glory for valid team successes?
- _____ Stay ahead of the competition?
- _____ Know and do what they are good at doing?
- _____ Cope well with change?
- _____ Distribute work in a fair and equitable manner?
- _____ Give genuine approval and recognition for individual contributions?
- _____ Look for common ground and alternatives when solving problems?
- _____ Keep their skills and knowledge current?
- _____ Clarify members' roles, tasks, and responsibilities?