Nine Ways to Build Your Assertiveness



yourself that you

have done some things well.

are confident. people, look them

in the eye.

Know your

Rehearsal is the Every day, remind

builder.

Read inspiring Be thankful. biographies and autobiographies.

Push yourself to Do something for accomplish yourself every short-term goals.

Am I Being Bullied?

He<mark>re are some things</mark> that might indicate bullying is present. We would suggest that if three or more of these points apply to you, you can be fairly sure that you are being bullied. ✓ The bully's actions are undermining the

- You have severe anxiety about going
- You are physically ill when you have to go to work. (Many bullying targets report vomiting in the
- ✓ You feel so ashamed and/or guilty about what is happening
- that you haven't told anyone. ✓ Although you haven't told anyone about the bullying, your co-workers, family, and/or friends have asked if
- something is wrong at work. You use sick days as sanity days to get a break from the bullying.
- You notice that you are treated
- much differently from co-workers. You don't enjoy activities outside of work and time spent with loved ones.
- Work that was acceptable before is never good enough. You feel that the bully doesn't trust you to complete work. They
- micro-manage and interfere. You suspect that others have been through your personal space at work
- (such as your desk, computer, and personal belongings). You are not allowed to transfer to another
- department or apply for other positions.

not actually exist.

- company. For example, you have to re-do a project so many times that it puts you behind schedule and makes other projects late. (Of course, this reinforces the message that you are an incompetent You have frequent emotional outbursts, such as crying or yelling.
- You believe that you're responsible for
- what is happening to you. Other people at work have been warned
- that you are a problem in the workplace, asked to file complaints about you, or asked to avoid you. Other people at work see what is
- happening, agree with you, but do not You often receive unpleasant surprises at work, such as short-notice meetings,
- deadlines moved, and new projects assigned. Other people do not experience this to the same degree. Others verbally harass you with insults,
- yelling, and put-downs. Others accuse you of harassment,
- incompetence, and criminal offences. Personal information, such as medical
- records, is brought into the workplace and used against you. You get a performance review that shows
- that you are incompetent, despite excellent reviews prior to this.

A Bully's Favorite Tactics



2. Unreasonable job demands.

1. Blaming the target for errors that do

- 3. Excessive criticizing

procedures to the target.



5. Threatening the target with termination

4. Inconsistent application of rules and

Lead from the top down.

7. Denying their accomplishments.



6. Insults and put-downs.



10. Taking credit for the target's ideas.

9. Yelling, screaming, and general verbal

Creating an Anti-Bullying Culture



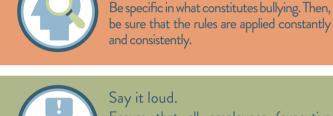
start from the top and flow downward (just as bullying does). Lead by example.

Your bullying movement won't have much

force if your CEO is a temperamental

person who likes to slam doors, throw

The anti-bullying movement should



be sure that the rules are applied constantly and consistently.

anti-bullying policy.

bullied.

Be clear and consistent.

Say it loud. Ensure that all employees (executive team included) read and sign the



things, and berate staff.

Be proactive.

Encourage managers to be hands-on



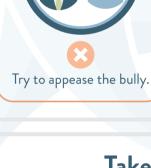
Give people the tools to fight. Train employees about what bullying looks

like, what they can do, and what the

employer will do for them if they are

Tactics That Don't Work

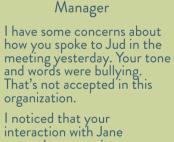




We're often at a loss for words in tough situations. Here are some phrases that can help.



Be aggressive.



yesterday was quite

aggressive, to the point that I would call it bullying. That's not accepted in this

IMPORTANT: If you witness

bullying on your team, you have a duty to nip it in the

Witnessing Bullying as a

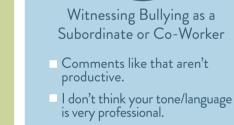
Watch Out! Distorted Thinking Ahead!

All or Nothing Thinking

✓ **Definition:** Looking at yourself in

✓ Cure: When you have a thought

like this, try to play devil's



I don't appreciate

■ Take it easy!



to meet.

comments/jokes about <topic>.

extra requirements that we had

I don't agree with you. Jim did a great job on this project. It was late because there were some



Please don't call me <insult.>

I cannot fix the problem until

we focus on it, not me.

I'd love to improve my sales

- numbers, but being called names doesn't help me achieve that goal and it doesn't help the company, either.
- One of the most common things that we see amongst bullying targets is the gradual destruction of their self-confidence. Here are some common ways that thinking can be distorted and how bullying

Magnification or Minimization

✓ **Definition:** Blowing a negative

event out of proportion or

✓ Cure: Give yourself praise when

you deserve it. We are often taught

black and white categories. minimizing a positive event. entire view of life, much like a drop ✓ Example: "I'm a total failure; I'm of ink can discolor a whole glass **Example:** "I didn't deserve that not good at anything." of water. promotion. It was just luck."

✓ **Example:** "No wonder my kids

✓ Definition: Dwelling on a single

event and letting it discolor your

Mental Filter

targets can take control of the cycle.

my job right." that it's wrong to give ourselves a advocate with yourself. Think of ✓ Cure: Separate problems to help pat on the back. Overcome this something that you are good at, you get at the root of them. even if it's just something small. conditioning and reward yourself when you overcome a challenge or do something well.

don't respect me. I can't even do

✓ **Definition:** Emotional Reasoning **Example:** You made a small mistake on a recent project, so

Emotional Reasoning

- you feel like a total incompetent idiot. You shouldn't even have a job!
- ✓ Cure: Give yourself a reality check. Example: "Sure, I made a small mistake in those figures, but I fixed it before anyone else saw it. The client seemed really
- impressed, too."

"Should" Statements **✓ Definition:** Placing unrealistic

Example: After completing a project, you think of all of the things that you should have done differently.

✓ Cure: Hindsight is 20/20. Treat

life as lessons learned rather than

mistakes and regrets, and you will

expectations on yourself.

- be a lot happier with yourself.
- Personalization ✓ **Definition:** Assuming personal responsibility for

Example: You got some good results from medical tests, but you think, "I have that blood test

Cure: Take each day as it comes.

coming up next week. I am sure

that will show something wrong."

✓ Definition: Always thinking that

the sky is going to fall down.

Chicken Little

- Celebrate good news when you get it; this will build strength for when bad times do arrive.



Be assertive. Often, if

you take a stance right

away, the bully will go

look for easier prey. Your

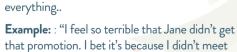
body language plays a big

part in this. To show

assertiveness, stand up

straight, don't fidget, and

maintain eye contact.



my sales numbers."

- Cure: When you feel responsible for something, do a careful analysis of what your role was. Often you'll find that you're giving yourself too much blame, and rarely enough credit.

Short-lerm Survival lips



ing the target of a bully is

in no way your fault.





Most importantly, build a support network. Focus on the people who have positive things to say about you. Keep those things in mind when you're dealing with a bully - not their unfounded accusations and mud-slinging.

