“Using Emotional Intelligence to Mitigate Workplace Bullying”

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The Workplace Bullying Institute (WBI) defines workplace bullying as “repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators that takes on one or more of the following forms: 1) verbal abuse; 2) offensive conduct/behaviors (including nonverbal) which are threatening, humiliating, or intimidating; and work interference — sabotage — which prevents work from getting done.”
**Experiences with Workplace Bullying**

- **Unaware:** 28%
- **Been bullied:** 20%
- **Currently bullied:** 7%
- **Witnessed:** 21%

2014 WBI Survey

**What Constitutes Bullying Behavior?**

- Aggression
- Threats or intimidation
- Sabotaging work
- Excluding workers
- Verbal abuse
- Gossiping or spreading rumors

**Poll Question**

Have you ever been bullied in the workplace?
Poll Question

Have you ever witnessed bullying in the workplace?

What are the effects of workplace bullying on the target?

- Stress
- Anxiety
- High blood pressure
- Insomnia
- Post-traumatic stress disorder (PTSD)
- Suicide

Poll Question

Is this workplace bullying?

An employee working for a high tech firm became the target of fellow employees and supervisors undermining his work, falsely accusing him of sexual harassment and expense account fraud, and blocking promotions.
**WHO BULLIES AND WHY?**

“...I don’t feel good about myself today. I guess I should do...”

K. Spears

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**WHAT ARE THE EFFECTS OF WORKPLACE BULLYING ON THE ORGANIZATION?**

- Higher turnover rates
- Productivity loss
- Increased health care costs
- Absenteeism
- Higher compensation claims
- Loss of morale
- Lack of trust in management
- Litigation costs

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**WHAT IS EMOTIONAL INTELLIGENCE?**

“The ability to monitor one’s own and others feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and action.” Peter Salovey and John D. Mayer
SO MANY EMOTIONS

Thankful  Angry  Crazy  Clumsy  Contempt  Dejected  Needed

Angry  Boiling  Disappointment  Important  Nauseated  Nice

Terrible  Bad  Frightened  Unimportant  Nauseated  Unhappy

Stupid  aggressive  weird  Happy  Calm  Optimistic  Tired

Well  Disgust  Overjoyed  Puzzled  Curious  Optimistic  Sleepy

Sorry  Depressed  Hateful  Safe  Curious  Mean  Bold

Emotions  Behaviors  Consequences
**POLL QUESTION**

Do you believe one can consciously change their feelings?

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**DEVELOPING YOUR EMOTIONAL INTELLIGENCE**

**NEW MINDSET**

**NEW RESULTS**

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**ASSIGNMENT**

Think of a time when you did not handle a situation well. Were emotions involved? Now, knowing more about emotional intelligence, how could you have handled the situation better?
Thank You!

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