Realize. It starts with you.

Creating a Respectful University

2016
Learning Objectives

• Understand what is guiding us in terms of a respectful university.
• Identify the characteristics of a respectful university.
• Gain a perspective on relevant issues at the University of Regina.
Workplace Bullying Institute (WBI) 
Zogby International 2010 Survey

- 35% of workers have experienced workplace bullying firsthand
- 62% of bullies are men; 58% of the targets are women
- Women bullies target women in 80% of cases
- Bullying is 4 times more prevalent than illegal harassment*
- The majority (68%) of bullying is same-gender harassment

* Personal Harassment is prohibited under the Saskatchewan Occupational Health and Safety Act.
WBI U.S. Workplace Bullying Survey 2014

Prevalence

- Been Bullied: 20%
- Currently Bullied: 7%
- Witnessed: 21%
- Aware: 23%
- Unaware: 29%
Who Are the Bullies?

- Bosses: 56%
- Coworkers: 33%
- Bottom Up: 11%

2014 WBI Survey
What Stopped the Abusive Behaviour?

- Target Quit: 29%
- Target Fired: 13%
- Target Forced Out: 19%
- Target Transferred: 13%
- Perpetrator Quit: 5%
- Perpetrator Terminated: 10%
- Perpetrator Punished: 11%

2014 WBI Survey
Activities 2014-2015

- Coaching & Education: 28%
- Alternate Resolutions: 34%
- Consultations: 18%
- Student Affairs Consults: 18%
- Formal Investigations: 2%
Allegations 2014-2015

- Misc*(Privacy and Human Rights) 2%
- Mental Health 11%
- Non Academic Misconduct 15%
- Conflict 31%
- Personal Harassment/Bullying 25%
- Discrimination 8%
- Harassment/Sexual Harassment 8%
What is guiding us in terms of a respectful university?
Legislation

• Canadian Human Rights Act
• The Saskatchewan Employment Act
• The Saskatchewan Human Rights Code
Respectful University Policy

The purpose of this policy is to support a respectful workplace and learning environment through the prevention and swift resolution of harassment and discriminatory incidents.

This Policy covers:
- Discrimination
- Harassment
- Personal Harassment or Bullying
What Is Discrimination?

Discrimination is the harmful treatment of an individual or group, based on certain personal characteristics. The Saskatchewan Human Rights Code establishes which characteristics (referred to as "prohibited grounds") are covered.

Discrimination does not need to be intentional to be illegal. For example, a rule or policy may be developed for good business reasons but have an unintended, significant negative effect on a certain group of employees.
Prohibited Grounds

- mental or physical disability,
- age (18 and over),
- religion or religious creed,
- family status (being in a parent-child relationship), marital status,
- sex (including pregnancy and gender identity),
- sexual orientation,
- ancestry,
- colour,
- race or perceived race,
- nationality,
- place of origin,
- and receipt of public assistance (provincial)
Harassment Based on Prohibited Grounds

- A direct or implied threat of reprisal for refusing to comply with a sexually orientated request
- Unwelcome remarks, jokes, innuendoes, propositions or taunting about a person’s body, attire, sex or sexual orientation
- Displaying pornographic or sexually explicit pictures or materials
- Unwelcome physical contact
- Unwelcome invitations or requests, direct or indirect, to engage in behaviour of a sexual nature
- Refusing to work with or have contact with employee/students because of their sex, gender or sexual orientation
What Is Harassment?

Objectionable, offensive comments or conduct that is:

- unwanted and unwelcome
- behaviour which a “reasonable person” would know (or ought to know) would be humiliating, intimidating, offensive or constituting a threat to the health or safety of an individual; or
- would reasonably be perceived to constitute a hostile, intimidating or humiliating environment or perceived as a promise of reward or threat of reprisal
- constitutes a threat to health or safety
Personal Harassment

- inappropriate conduct,
- comment,
- display,
- action or gesture by a person that: adversely affects an employee/student's psychological or physical well being; and, the perpetrator knows or ought to reasonably know would cause the employee/student to be humiliated or intimidated.
Harassment can include:

- Unwelcome physical contact
- Inappropriate looks or gestures
- Circulating offensive materials
- Persistent criticism and unreasonable demands
- Harassing emails or posts to social media sites
- Offensive jokes
- Malicious gossip
- Insulting and demeaning verbal comments
- Harassment usually involves repeated harassing behaviour, one incident that is serious enough to significantly impact your ability to cope might also constitute harassment.

http://hres.mcmaster.ca/resources-1
What is Not Harassment

- Appropriate disciplinary action
- Insistence on academic excellence
- Academic study of controversial topics
- Appropriate direction of the work force
- Correction, grading or assessment of academic work
- Mildly bothersome behaviour which is not harmful
- Relationships or interactions of mutual consent
- Jokes and teasing that are not offensive to others
- Practices required or permitted by law
What is the Difference Between Offensive and Harassment?

- Not everything that causes concern or gives offense is harassment.
- If this were true, then no interaction is safe.
- Harassment is a serious accusation which should not be used as a label for petty acts and foolish words.
- We are not perfect. All of us, on occasion, are stupid, heedless, thoughtless, and insensitive.

Heather Laing, 1994 Board of Inquiry Decision BC
The Strategic Link

“We are a scholarly community engaged with many other communities. The members of our community are our defining resource. Our treatment of each other is principled and respectful.”

“Focus on our people by continuing to build a friendly, respectful, diverse, safe and welcoming university for all.”
What Does a Respectful University Look Like?
Think!
Before you speak… or at least afterwards.

THINK!

T – is it true?
H – is it helpful?
I – is it inspiring?
N – is it necessary?
K – is it kind?
Golden Rule

- Confucius: What you do not want done to yourself, do not do unto others.
- Aristotle: We should behave to other as we wish others to behave to us.
- Judaism: What you dislike for yourself, do not do to anyone.
- Hinduism: Do nothing to thy neighbor which though wouldst not have him do to thee thereafter.
- Islam: No one of you is a believer unless he loves for his brother what we loves for himself.
- Buddhism: Hurt not others with that which pains thyself.
- Christianity: Do unto other as you would have them do unto you.
- Social Justice: Do unto others as they would like to have done unto them.
The Platinum Rule
Treat others the way they want to be treated!
What is a Respectful Workplace?

A respectful workplace is one that;

• Safeguards the well-being and dignity of all of its staff and clients
• Welcomes diversity and is careful to be inclusive
• Is compassionate
• Values, develops, and rewards its people
• Actively guards against disrespectful or abusive behaviour
• Makes it safe to discuss what isn't working, and focuses on solutions
• Equips its staff to recognize and address conflict, bullying, and harassment at the earliest possible stages
• Is ready to deal in an appropriate and timely manner with inappropriate behaviour
• Is prepared to address the aftermath of negative workplace events in a compassionate manner that will help to restore mutual trust and respect
Building Respect

• Remember that each co-worker/collleague/student is an adult, and treat them that way.
• Remember it takes a vast range of jobs and people in them to create an environment conducive to learning and working.
• We are interdependent on each other. Let your colleague know what you need from them courteously, and with consideration for their time.
• Listen to each other actively – find out what your colleague is really saying.
• Remind yourself; every person on campus knows things that you don’t know and has skills that you may not have.
• Be mindful that when we work as a team we all contribute to our workplace and our community.
Demonstrating Mutual Respect … Communicating About Respect

- Sincere effort to understand the point of view of others.
- Accepting that others have values and opinions that are different from our own – not wrong, **different**
- Identifying our own feelings before sharing our concerns with another person
- Do not blame, threaten or name call, even if angry or hurt
- If it’s a problem you haven’t been able to resolve, seek assistance
Unacceptable? How do I know?

- Do I take part equally in the behaviour? Does it make me uncomfortable? Is my behaviour causing someone else discomfort?

- Do I encourage the behaviour or return it - is it welcome?

- Would I approve if someone behaved like this with my child, parent, spouse or partner?

- Would I want this behaviour reported to family members or written about in the local newspaper?
What Supervisors/Managers can do:

- Be role model respectful behaviour
- Create and maintain a positive work environment.
- see harassment prevention as your own responsibility
- ensure others know you are open to listening and dealing with situations
- identify behaviours that can be considered harassment
- communicate that problems/difficulties are manageable
- promote the concept that harassment of any type is a form of discrimination and will not be tolerated
- Do not wait for a complaint. Deal with inappropriate behaviour whenever you see it
- Encourage colleagues and direct reports to identify and address inappropriate behaviour/harassment
- recognize the danger signals. Take the initiative to talk with someone if it looks like they are under stress
- be supportive
- discuss the Universities policies and procedures related to harassment
- Contact the coordinator HDPCRS for a consultation or workshop
Assessing Humour

• Does it single out a vulnerable group?

• Does it promote prejudice?

• Who is having fun at whose expense?

• Does it reinforce a negative stereotype?

From Out of Bounds Workshop, National Sport Centre, Calgary
Sensitive Areas

- Social Media
- Skype/ FaceTime
- Email
- Religion

- Disability
- Sexual orientation
- Cultural differences
- Language
Cyberbullying in the Workplace: New tools for Old Behaviour

- Texting – e.g. attack comments
- Tweeting – e.g. gossip
- Social media – e.g. posting inappropriate material
- Hacking – e.g. into another employees computers and accounts and snooping around
- Email – e.g. cc’ing employees with more authority on a complaint email when unjustified

McKay & Fratzl (2011)
2 Simple Social Media Rules Everyone Needs to Know About

Never say anything you wouldn’t say to your mother

What happens in Vegas stays on email, Facebook, Twitter, MySpace, YouTube....

http://www.flickr.com/photos/calliope/3471244658/
http://www.flickr.com/photos/nathannowack/1370695123
Social Media Pitfalls

• Think about privacy
• Employment impact
• Cyber-bullying
• Sexting
Social Media Best Practises

1. Be Respectful
2. Assume all postings are public regardless of privacy settings
3. Assume that all postings are permanent
4. Own up to your postings and identify whose opinions are being shared.
5. Be aware that you are legally responsible for what you post.
6. Think before you post.
7. Respect copyright.
8. Respect confidentiality.
9. Respect privacy.
10. Be aware that perception is reality, thus all actions and content posted online may negatively affect the profession's reputation.

2014 Dental Abstracts Social Media Etiquette 59(1)
“A hazard of social networking is that people will read what you write”
OMG I HATE MY JOB!! My boss is a total pervy wanker always making me do shit stuff just to piss me off!! WANKER!

Yesterday at 18:03 · Comment · Like

Hi, i guess you forgot about adding me on here?
Firstly, don't flatter yourself. Secondly, you've worked here 5 months and didn't work out that i'm gay? I know i don't prance around the office like a queen, but it's not exactly a secret. Thirdly, that 'shit stuff' is called your 'job', you know, what i pay you to do. But the fact that you seem able to fuck-up the simplest of tasks might contribute to how you feel about it. And lastly, you also seem to have forgotten that you have 2 weeks left on your 6 month trial period. Don't bother coming in tomorrow. I'll pop your P45 in the post, and you can come in whenever you like to pick up any stuff you've left here. And yes, i'm serious.

Yesterday at 22:53

Write a comment...
Obnoxious Facebook pic can wreck your life this quickly

17 hrs ago

How fast can one obnoxious Facebook picture ruin your life? This fast. Few people would defend Lindsey Stone's decision to have her picture taken while giving the finger in front of a sign at Arlington National Cemetery asking visitors for "Silence and Respect" — and few would have been proud enough of the shot to post it on Facebook. ("This is just us, being the douchebags that we are," Stone wrote, accurately, about the picture.) Now she's the target of a Facebook page with more than 8,000 likes called "Fire Lindsey Stone." Stone works at a nonprofit organization helping adults with disabilities — at least for now. She's currently on unpaid leave pending an internal investigation. [Source]
Jon Ronson

So You've Been Publicly Shamed

From the bestselling author of The Psychopath Test and The Men Who Stare at Goats
Beware of Public Shaming

*Four weeks later...* Someone had found the photo and brought it to the attention of hordes of online strangers. Soon there was a wildly popular “Fire Lindsey Stone” Facebook page. The next morning, there were news cameras outside her home; when she showed up to her job, at a program for developmentally disabled adults, she was told to hand over her keys. (“After they fire her, maybe she needs to sign up as a client,” read one of the thousands of Facebook messages denouncing her. “Woman needs help.”) She barely left home for the year that followed, racked by PTSD, depression and insomnia. “I didn’t want to be seen by anyone,” she told me last March at her home in Plymouth, Mass. “I didn’t want people looking at me.”
Her employer responded; “This is an outrageous, offensive comment that does not reflect the views and values of IAC. Unfortunately, the employee in question is unreachable on an international flight, but this is a very serious matter and we are taking appropriate action.” (December 20, 2013)
Beware of Public Shaming

“I cried out my body weight in the first 24 hours,” she told me. “It was incredibly traumatic. You don’t sleep. You wake up in the middle of the night forgetting where you are.” She released an apology statement and cut short her vacation. Workers were threatening to strike at the hotels she had booked if she showed up. She was told no one could guarantee her safety.

Justine Sacco
"I wanted the ice cubes on the bottom of my drink, not the top." -- Sorry about that. I'll inform physics.

"I meant to ask for this to be iced." -- Well, I meant to go to grad school and do something fulfilling with my life. So...Oops, I guess?

We're both on the same team... You want your coffee quickly, and I want you to leave as soon as possible.
Ew I start this fuck ass job tomorrow 😑😑😑😑😑😑

@Cellla_ And....no you don't start that FA job today! I just fired you! Good luck with your no money, no job life!

2/7/15, 9:53 AM
Harassment, Discrimination Prevention & Conflict Resolution Services

Carly Crunk Bear
@carlycrunkbear
Hot. Wet. Stoned. #FreeCrunkBear
Overland Highschool • cherrycreekschools.org
Skype/FaceTime
Email
Email

@ Do not send emails when angry
@ Watch the tone—remember no body language can be interpreted, only your words
@ Avoid sending confidential information—make a phone call or ask to discuss sensitive issues in person
@ Use “Reply All” and “CC” judiciously; do they all really need to know?
@ If you email back and forth 3 times, and the problem is not resolved pick-up the phone.
Email Bullying - Misuse of E-mail

- Create excessive work for an employee
- Exclude individuals from communications
- Include higher levels of the organization (cc’ed) - draw attention to an action (or lack of action)
- Raise the priority of an issue without consultation
- Allows employees from all levels of an organization to place unreasonable demands on each other
- Allows one to jump the lines of authority
- Allows one to shift the work queue

McKay & Fratzl (2011)
Emails’ Cousin - Texting

• Privacy Expectations of Employee Texting on Employer Devices
  • If your employer has anything to do with giving [you] your phone, whether it's paying for it or not, you're safe to assume that the text on it is not private
  • “Textual Harassment”
  • “Sexting”
Religion

• A colleague makes derogatory comments about people of your religion.
• Someone tries to convert you to their religion.
• A supervisor expresses disapproval of your religion or makes it clear to you that you would get better treatment if both of you shared the same faith.
• A co-worker posts comics that depict members of your religion in a derogatory fashion.
Disability

• Jokes or verbal attacks based on a person’s disability
• Constant questioning of a person’s contribution, value or worth as a result of their disability
• Complaints about accommodations provided to a person with a disability
• Communicating and perpetuating stereotypes about person’s with mental disabilities
• Communicating information about a student’s disability/violating confidentiality
Race

- racial slurs or jokes.
- ridicules or insults on the basis of race, colour, national or ethnic origin.
- displays cartoons or pictures degrading members of a particular racial group.
- Name calling because of race, colour, citizenship, place of origin, ancestry, ethnic background or creed.
Cultural Differences

Dating Practices
Bathroom Behaviour
Values
Concept of time

Learning History
Food
Safety and Security
Sexual Orientation

- ridicule
- verbal threats
- derogatory comments
- gender neutral washrooms
- intrusive questioning about a person's domestic circumstances

- gossip
- physical attack
- exclusion from normal workplace/class conversation or activities
- incitement of others to commit any such acts
What are some of the benefits of a Respectful University

• increased lines of communication
• people are encouraged to excel, take risks and to grow
• increased creativity, morale and diversity
• shared values of cooperation, collaboration and support
• reduced absenteeism/decreased turnover
• job satisfaction/increased productivity
Questions/Comments/Discussion Evaluation
Contact Information

Ian MacAusland-Berg MA ,R.Psych  
Dr. William Riddell Centre  
Room 251.14  
Regina, SK   S4S 0A2  
ian.macausland-berg@uregina.ca  
306-585-5400

University of Regina web page  
http://www.uregina.ca/hr/hdpo