

Bringing an End to Workplace Drama



We maintain a
Drama-Free
Workplace

integrity
caring
commitment
community
responsibility
service
members
teamwork



Public Safety Training Consultants

Kevin Willett

Kevin@pstc911.com

www.pstc911.com

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Great in-service training for:

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Trainers, Communications Supervisors. ALL

Classes are approved for IAED CE Credits!

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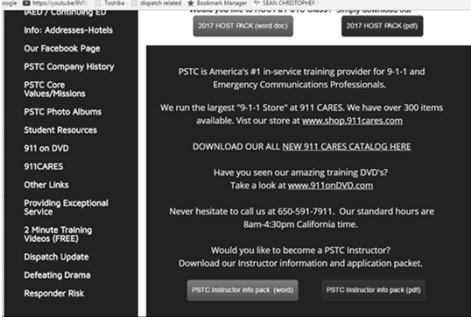
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**Support & Appreciation for All
9-1-1 Professionals**

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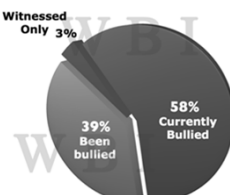
Two Minute Training pstc911.com



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Workplace **Bullying**

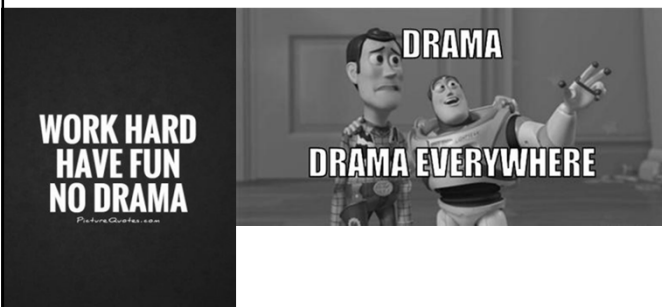
- Workplace Bullying is repeated (health-harming) mistreatment of one or more persons (the targets) by one or more perpetrators.
- It is abusive conduct that is : Threatening, humiliating, or intimidating, or. Work interference — sabotage — which prevents work from getting done, or. Verbal abuse.

Category	Percentage
Witnessed Only	3%
Been bullied	39%
Currently Bullied	58%


Workplace **Drama**

- Interactions that drain energy or deflect you or the team from vibrant and shared pursuit of goals
- Drama diverts us from our “Mission”



Characteristics of a Bully

- The World Evolves Around Them
- Lack of Internal Controls
 - Can't resist being a Bully
- Enjoys Wielding Power Over Others
- They Rarely Change or Stop on Their Own
 - They have “no brakes” once they start bullying
- Bullying Behavior is Constant & Persistent



More Characteristics of a Bully

- They are Good at Spreading Malicious Rumors
- They Sometimes use Yelling, Screaming and Inappropriate Practical Jokes
- They May Deny You Access to Information, Resources or Training
- They Often Ignore You or Exclude You From Group Workplace Events



The Differences Between Bullying and Reality

- Workplace Pranks (Okay versus NOT Okay)
- Training Pressures (Appropriate versus Hostile)
- Inherent Communications Center Stress
 - Do some employees “look down” on those showing signs of stress?



Characteristics of the Drama King/Queen

- They LOVE the Attention
- They Consider the Workplace Their “Stage”
- They Exhibit Exaggerated Reaction to Common Workplace Occurrences
- They are “Energy Drainers” that Suck the Joy Out of the Dispatch Center



I have
no time for:
~Hate
~Envy
~Pettiness
~Jealousy
~Negativity

Examples of Drama

- Creating Conflict or Tension Amongst Co-Workers
- Passes or Invents Gossip
- Feeds the Rumor Mill



Similarities Between DV & Workplace Bullying

- Suspect Exerts Power & Control
- Suspect Uses Intimidation
- Suspect Uses Emotional Abuse
- Suspect is Intimidating
- Suspect Isolates or Excludes the Victim



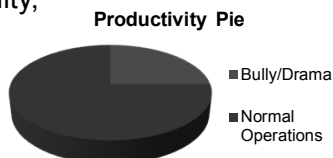
Tips From Sheri Benson

- Educate Yourself
 - Policy, hostile workplace, harassment laws
- The I MESSAGE
- Detach – Don't Engage
- Attitude “some days it is the one thing that you have complete control over

A bad attitude
is like a flat tire.
You can't go
anywhere
until you change it.

“Productivity Pie”

- Let's say that you spend **12 minutes and hour** being a Bully or Drama King/Queen
- That is 1 Hour and 36 Min of an 8 Hour Shift
- That is 2 Hours of time in a 10 Hour Shift
- 2 Hours & 24 Minutes in a 12 Hour Shift
- Imagine how that time could be better spent protecting your community, your field responders or de-stressing between work responsibilities



Impacts of Bullying/Drama

- **ON YOU:**
 - Stress, Aggravation, Wellness, Performance, Constant Distraction
- **ON YOUR AGENCY**
 - Team Work, Wellness, Operational Efficiency, Service Delivery



Possible Legal Ramifications

- What Could Happen if Bullying Crosses the Line between Simple & Serious?
 - Hostile Work Environment Charges
 - Discipline
 - Termination
 - Civil & Criminal Lawsuits

Case 2:15-cv-05619-DSC Document 1 Filed 10/25/16 Page 1 of 7

IN THE UNITED STATES DISTRICT COURT
FOR THE WESTERN DISTRICT OF PENNSYLVANIA

CHELSEA SHERKO,
Plaintiff,
v.
CLARION COUNTY OFFICE OF
EMERGENCY SERVICES,
Defendant.

COMPLAINT IN CIVIL ACTION
JURY TRIAL DEMAND

COMPLAINT

AND NOW, Plaintiff Chelsea Sherko by and through her attorneys Kramarz, Moore & Associates, LLC and Marshall Harris, Esquire files this Complaint against Clarion County Office of Emergency Services, alleging the following:

Proof Positive!

- SANDPOINT, Idaho — Former dispatcher Kellie Brownell and current senior dispatcher Diana Elselder filed tort claims seeking \$250,000 each, the Bonner County Daily Bee reported.
- Brownell says she approached the county about the work environment but her actions resulted in the situation becoming worse.
- Brownell and Elselder say they were subjected to **disparaging remarks, segregated from other dispatchers, had their work shifts altered and training opportunities reduced.**

Additional Impacts

- Decreased Morale
- Performance Errors
- Distraction
- Turn Over
- Agency Image
- Decreased Productivity
- Absenteeism

The employee who steadily smiles and peak performs while having to work with a difficult and sometimes toxic coworker, proves that he/she is in control of their happiness and peace of mind.

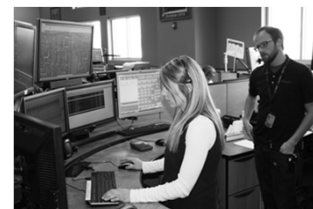
~ Ty Howard



Excuses We Make for Bullies

It's OK to be a Bully IF...

- You Have Seniority
- You are the "Gang", "Shift" Leader
- YOU Say So
- Others Allow It
(Management, Supervision, Trainers, etc.)



Suspect's Defusing Quotes

- "I'm Just Kidding"
- "Oh, I Didn't Mean It"
- "You Are SO Thin Skinned"
- "I Was Only Joking"
- "You Shouldn't Take Everything So Seriously"

**KEEP
CALM
I'M
JUST
KIDDING**

*Why it's okay
to have a thin
skin.*

Let's Look at Improving Ourselves & Our Workplace

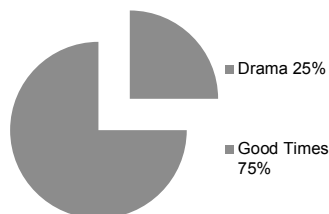
- If we can look at ourselves and our organizations for simple ways of eliminating drama and bullying, we open the door to improved personal wellness and peak performance.



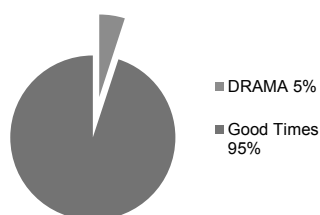
Remember the Pie?

- The Road to Peak Performance Lies Within Each of Us & Our Agencies

Right Now



After Changes



What If We Were Reminded Daily to Focus on Positive?

- Daily affirmations
- Morale based signage
- Make it part of daily briefings
- Work it into initial and in-service training



Identifying the Who & Why

- Is it a shift or agency problem or is it an isolated incident?
- Is it Affecting Performance or Morale?
- What Role do You Play?
 - Participant, Suspect, Victim, Instigator?
- What Is the Desired Outcome?

Leadership
 leadership is about taking
responsibility,
not making excuses.

THE MOMENT YOU TAKE
RESPONSIBILITY
 FOR EVERYTHING
 IN YOUR LIFE IS THE MOMENT
YOU CAN CHANGE
 ANYTHING IN YOUR LIFE.



Line Level Ideas

- Have You Really Analyzed Why the Bully or Drama Suspect is Doing What they are Doing?
 - Jealousy, Fear, Intimidation?
- Have You Spoken to the Person(s) Causing You the Grief?
- Is there a trusted 3rd party that could help?



The Amazing Power of
 Face-to-Face Meetings



Trainers

- CTO's/Trainers are Mentors and a Role Models
- You Can't be the Drama Suspect or Bully AND be an Effective Trainer.
- What You Do, Others May Follow
- If You See Bullying/Drama Behavior, Do Something!
- Is it Possible That the Bullying & Drama is so Bad That People Leave Your Agency?
- Always Stay Professional and PERFORMANCE Driven. It Shouldn't be Personal

IF YOU SEE SOMETHING,
DO SOMETHING!



Supervisors & Leads

- As Supervisors, You Have a "Duty to Act"
- You Can be Named in a Lawsuit for Allowing it to Happen
- Set the Tone of Professionalism
- Stop Negativity When You First See it
- Remind Your Team of Your Expectations
- Fix it NOW or be Ready for Lasting Impact



YOU HAVE TO REVEAL
EXACTLY WHAT NEEDS
 TO BE DONE BEFORE
 YOU CAN EXPECT TO
 SEE IT HAPPEN!!



Management & Administration

- Do You Have a Written Hostile Work Environment Policy? You Should!
- How About a Mission Statement?
- Core Values or Code of Conduct?
- Don't Display Bullying or Negativity
- Communicate. Remind & Train All Levels



**“Be the Change” is the video I showed at the end of the session.
Available at www.kulturecity.org**



Be the Change TRT:4:02

