



CONFRONTING ABUSE AND BULLYING

Documenting employees who participate in subtle abuse or bullying behaviors is sometimes difficult because one can't describe what's being witnessed, like tone of voice, for example. In the end, it just sounds like one's opinion!



You are correct. A tone of voice is difficult to describe in documentation without being subjective. This may lead to your concerns being dismissed by investigators or management as 'opinion.' The way around this problem is to document more specific detail. For example, document the reactions by a victim or others in the area to the volume or tone of voice. Note if words or noise was heard through walls, over the sound of machinery or down a hallway.

Document any effects that are observable with our five senses. Seeing a listener turn away with a grimace is observable and therefore describable and measurable. Now you have something less refutable, not based on opinion. Several of these documented situations constitute a pattern of behavior. Your informal written notes over time present a preponderance of the evidence that supports the thrust of your documentation. Now you have the record of 'data' useful for administrative purposes.

Leadership Orientation Session B

Watch for Upcoming Classes

CONTACT US TODAY:

Please contact our office by calling 800-779-6125 or e-mailing Joy (joy@connectionseap.com) for more information or register online at:

www.connectionseap.com

ATTENTION: SUPERVISORS, MANAGERS, ADMINISTRATORS:

Session A: "Leadership Orientation to the EAP", is always available on the website - for new leadership employees or as a refresher course.

Each employer has their own unique user name and password for the leadership section and also a username and password for the employee section. Please check your wallet cards or contact your HR department for your username and password.

Website Information – Webinars, skill builders, articles and much more are available in the Work/Life Services site. Log in on Connections website, and you will find this site in the drop down menus under Employee or Leadership Resources. (To access webinars, continue to scroll down on the Work/Life Services opening page. All webinars are archived for later viewing.)

Information provided in this newsletter is for general information purposes only and is not intended to be specific guidance for any particular supervisor or human resource management concern. For specific guidance on handling individual employee concerns, consult with an EAP counselor.
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