



TAKE THE BULLY BY THE HORNS® Vitalize 2011

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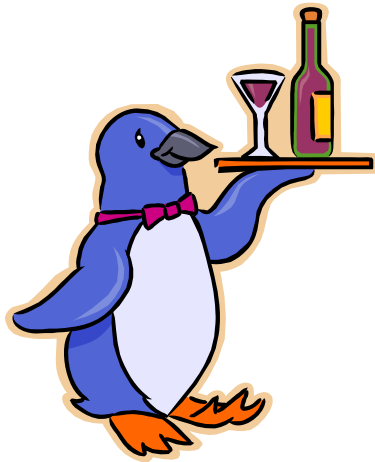


BULLY

- They come in all shapes and sizes



TRAITS OF A BULLY



Dissonance



TRAITS OF A BULLY

Possessiveness

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TRAITS OF A BULLY



Secrecy



TRAITS OF A BULLY

Bitterness





TRAITS OF A BULLY

Cruelty to domestic animals

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TRAITS OF A BULLY

Twists words





TRAITS OF A BULLY

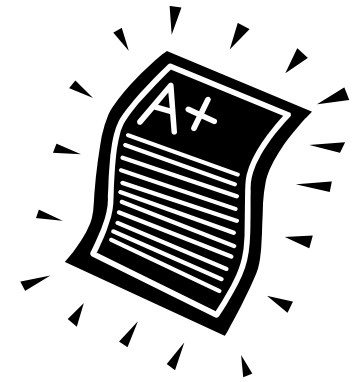
**Holds you responsible for
their unhappiness**

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TRAITS OF A BULLY



Perfectionist



TRAITS OF A BULLY



**Pinpoints your weakness and
uses them against you**





TRAITS OF A BULLY



Plays martyr






TRAITS OF A BULLY



**Hates to have
authority questioned**





TRAITS OF A BULLY

Lies, Lies, Lies

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EXERCISE

...meet two new people

- Your name
- Something about me
- Challenging situation I am dealing with
- What I've done so far





BULLIES

- **Someone who knowingly intimidates and manipulates others to get his or her own way**
- **Bullies want what they want when they want it and they want to win**





BULLIES

- **Bullies are strategically difficult – they do it because it gives them power and control. They don't get a guilty conscience.**





BULLIES

- **Don't want to cooperate, they want to win**
- **Don't want to change until it is no longer in their best interest to be a bully**





Canadian Centre for Occupational Health and Safety defines workplace bullying as:

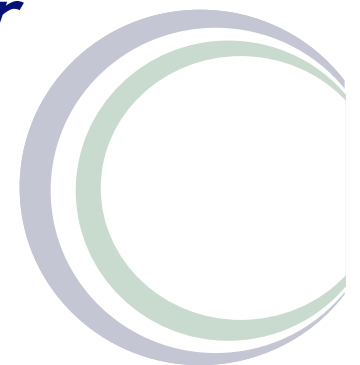
***“Bullying is usually seen as acts or verbal comments that could ‘mentally’ hurt or isolate a person in the workplace. Sometimes, bullying can involve negative physical contact as well.*”**





Canadian Centre for Occupational Health and Safety defines workplace bullying as:

...Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group of people. It has also been described as the assertion of power through aggression."





WHY BULLIES ACT THE WAY THEY DO

- **Feelings of inferiority**
 - Bullies belittle others in order to feel big





WHY BULLIES ACT THE WAY THEY DO

- **Acquired habitual
behaviour because of
upbringing**
- Learned from role models that
“might is right”





WHY BULLIES ACT THE WAY THEY DO

- **Absence of compassion/remorse and lack of negative consequences**
- **No one holds them accountable**





WHY DO BULLIES ACT THE WAY THEY DO?

- **Pecking Order**



- In their twisted mind you are lower in the food chain





WHY DO BULLIES ACT THE WAY THEY DO?

- **Physical or psychological disorder or substance abuse**
- **Do not risk your own well-being**





WHAT CAN YOU DO?

Adopt **realistic** (vs idealistic) approaches and expectations so your naïveté is not contributing to the situation.





WHAT DOES NOT WORK

- Kindness
- Active listening
- Crying
- Waiting for a bully to self-correct





PRACTISE POSITIVE INTOLERANCE

- Not about attacking
- About speaking up firmly and letting someone know that we want them to change their behavior





PRACTISE POSITIVE INTOLERANCE

- Understand you have a right and a responsibility to protect your boundaries





PROTECT YOUR BOUNDARIES

“What is that you just said?”

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PROTECT YOUR BOUNDARIES

- Don't pull a "Phoebe"





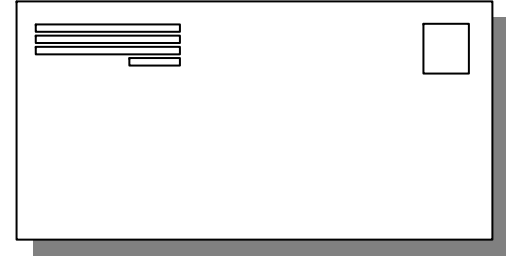
Verbal Samurai

Do not suffer in silence

INTERRUPT and speak with
INTENT

1. Say their name
2. Do the **YOU**
3. Give them an option





- Name their game

“My mother is a travel agent for guilt trips. She gets letters of apology from people she doesn’t even know.”

Joan Rivers

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Verbal Samurai



Tower instead of cower





NEUTRALIZE MANIPULATIVE TECHNIQUES ...PASSIVE AGGRESSIVE

Under-the-radar-bullying

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PASSIVE AGGRESSIVE

- **When you do take offense
– they play innocent and
turn it back on you as if
you are reading something
into their words that isn't
there**





PASSIVE AGGRESSIVE

- You feel like you're being 'slimed' and you don't know why
- They make you responsible for their unhappiness





Neutralize Manipulative Tactics

- Ask yourself what is going on here?
- Then say **“Oh guilt! I don’t do guilt – what else do you have.”**



TEASING

Preplan for teasers



“Perhaps one has to be very old before ones learns to be amusing rather than offended.”

Pearl Buck

TEASING



- **Is it innocent or intentional?**
- Give as good as you get



TEASING

- **If designed to one-up you**
 - Reveal their tactics
 - Work the room

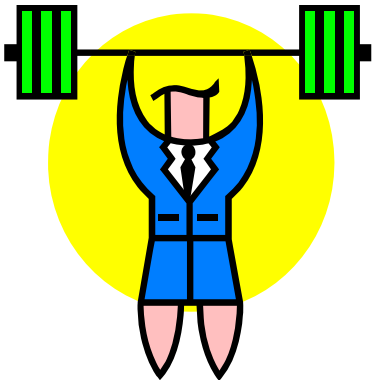
It won't stop them from bullying,
it will stop them from bullying
you





Clarity Rules

- **Bullies usually only respect strength**



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CONTROLLING BULLY

- **Always attack a habitual people-pleaser**





CONTROLLING BULLY



**Keep it brief or they'll give
you grief.**



USE YOUR NO POWER

Insist on time and space before you agree to any thing that requires time, energy or money





USE YOUR NO POWER

Does this person make you do things you don't want to do?





USE YOUR NO POWER

“Why is it moral to serve the happiness of others and not our own?”

Ayn Rand



SCALE OF NEEDS



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“NO” POWER

- **Have CLARITY that you have the right to have a balanced relationship where you are treated with respect**
- **Bullies want control, not cooperation**



HISTORY REPEATING ITSELF

- Does this person have a history of violating rules or people's rights?
- **It's time to lay down the law.**





HISTORY REPEATING ITSELF

- **When we tip toe around people who throw a tantrum – we teach them to keep doing it.**





HISTORY REPEATING ITSELF

**Am I honouring the
minority of the
majority?**

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WHAT CAN YOU DO?

- **Pull the person aside for privacy**

“In the past you have

”

(give a specific example of their offending behaviour so you're not making a subjective or sweeping claim.)





WHAT CAN YOU DO?

“In the past you have

”

(give a specific example of their offending behaviour so you're not making a subjective or sweeping claim.)





WHAT CAN YOU DO?

Then say...

“It’s my fault”

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WHAT CAN YOU DO?

**“Things are going to be
different from now on.
Starting as of today
(specific date)**

you will need to”

(outline what you WANT – not what you
don't want)

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WHAT CAN YOU DO?

“If you choose not to do this” (identify how they will be penalized for non-conformance).





WHAT CAN YOU DO?

Take a breathe, look them in the eye and say....

“Don’t test me on this - I have absolute clarity.”





DEALING WITH A BULLY IN YOUR MIND

Don't go it alone. Seek out support so you maintain perspective and know you're not crazy.





DEALING WITH A BULLY IN YOUR MIND

**Instead of dwelling on how
unfair life is – dwell on how
you are going to get yourself
out of an unhealthy situation**





DEALING WITH A BULLY IN YOUR MIND



**Dwell on how you can
confront this individual and
hold him/her accountable**





DEALING WITH A BULLY IN YOUR MIND

**Dwell on how you are
going to be strong and
insist that people treat you
with the respect you
deserve.**





Action Plan

What one specific step are you going to try the next time you come in contact with the bully in your life?



WORKPLACE BULLYING

From a legal perspective employers must prove due diligence and have evidence of the following:

1. A written code of conduct
2. Documentation of training for all employees

Source: George W. King MCTAGUE Law Firm
<http://www.mctague.net/ourlawyers-george-king.html>

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WORKPLACE BULLYING

3. Documentation that policies/procedures are acted upon and enforced by all levels of management
4. Written policy of progressive disciplinary action
5. Accurate records of reports/complaints and investigation outcomes (enforcement)

Source: George W. King MCTAGUE Law Firm
<http://www.mctague.net/ourlawyers-george-king.html>





“Happiness isn’t a goal; it’s a byproduct.” Eleanor Roosevelt

- ✓ Doing the ‘you’ and holding them accountable
- ✓ Naming their game so we neutralize manipulative tactics





“Happiness isn’t a goal; it’s a byproduct.” Eleanor Roosevelt

- ✓ Seeking out support so we’re not alone
- ✓ Save OURSELVES and not passively submit to a bully’s attempt to run and ruin our life.





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