

Information	Action
Workplace bullying is persistent, repeated, abusive mistreatment (whether covert or overt, indirect or direct, the threat of or actual threat) from others in the work setting that causes harm. It often involves an abuse or misuse of power that undermines an employee's dignity at work.	Reduce workplace bullying by empowering employees to identify and effectively address bullying behaviors whenever they occur and cultivate a climate of respect and dignity for all employees.

ACTION MAPPING

Reports of employees experiencing bullying	will decrease	by 50%	by 12/31/18	as a result of the PRIDE training and outreach campaign.
measure	select one	goal	date	action

Measure Reports of employees experiencing bullying

Increase | **Decrease** (Circle One)

Goal % ___50%

Date for goal ___12___/___31___/___18___

Actions steps (what will people DO)

-Identify bullying behaviors when they happen at work, whether they are a target of bullying, a witness to bullying or a perpetrator of bullying behaviors.

-Address bullying behaviors when they happen at work. (Participants will be asked to respond in various ways, depending on the circumstances of the bullying behaviors).

-Proactively contribute to a culture of respect and dignity by _____ (emotional intelligence?)

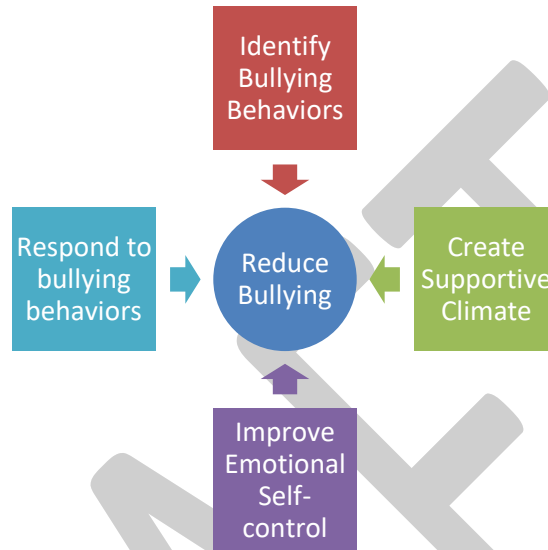
How do we create self-paced training for this goal that helps people practice skills?

-Information and practice to help participants IDENTIFY whether they are witnessing bullying behaviors at work

-Information and practice to help participants RESPOND to bullying behaviors

-Information and practice to help participants _____ (emotional intelligence?)

1. Identify the goal
 - a. What change do we want to create?
 - i. Put goal in the middle of the map



2. Identify what people need to DO (not know) to reach goal (actions)
 - a. Place them around the goal
 - b. Determine what is stopping the action using charting
 - c. Will training lead to better performance?

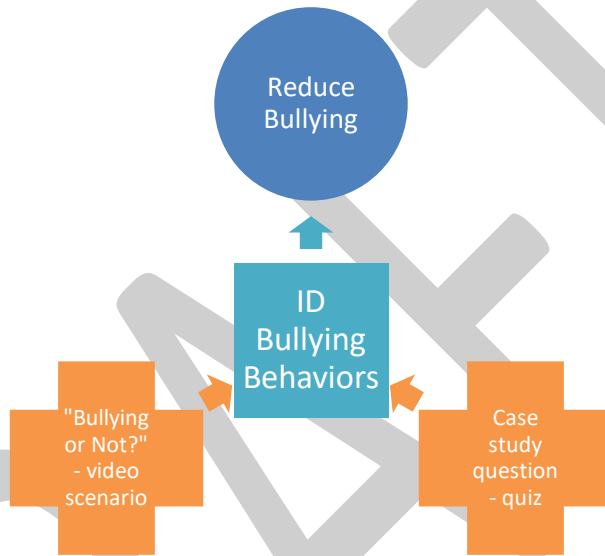
<p style="text-align: center;">Knowledge</p> <ol style="list-style-type: none"> 1. What is bullying (and what isn't)? 2. What's the DHS policy around bullying? 3. What am I supposed to do when it happens? 	<p style="text-align: center;">Skills</p> <ol style="list-style-type: none"> 1. Responding to observed/experienced bullying behaviors 2. Responding to reported bullying behaviors 3. Recognizing how emotions impact others 4. Effectively controlling strong emotions in self
<p style="text-align: center;">Motivation</p> <ol style="list-style-type: none"> 1. Impacts of bullying on individuals (emotional appeal) 2. Impacts of bullying on the department (logical appeal) 3. Impact of bullying on career [punitive appeal] 	<p style="text-align: center;">Environment</p> <ol style="list-style-type: none"> 1. Create a supportive climate [positive] 2. Create a culture of 0 Tolerance [negative]

3. Design Practice Activities

- a. Each activity should mirror the real world as much as possible
- b. Avoid fact checks and trivia games (these don't take place in the real world)

Action		
Example		
Options		

Each activity should practice the action(s) that lead to the goal



4. Identify what people need to know

- a. Make sure it is what they **REALLY** need to know
- b. Must have to complete each practice activity

