



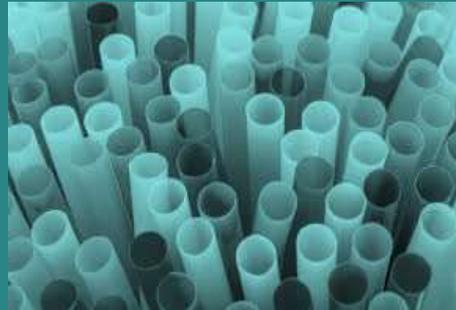
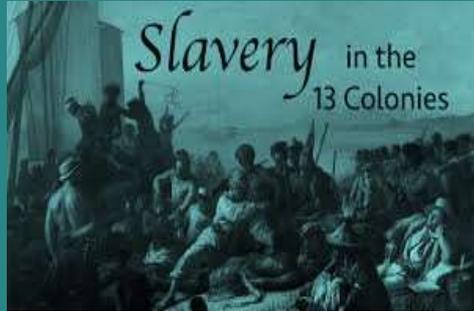
**Terrorists Within:**  
**How workplace bullying is impacting  
your teams' performance and lives**

**26<sup>th</sup> October 2018**

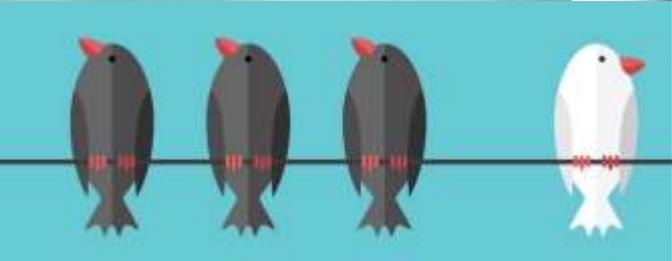
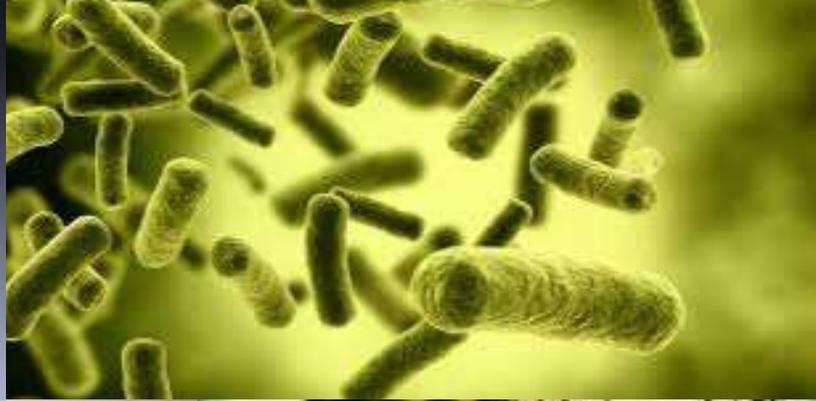
# Dr Suzanne Henwood



# Quick quiz



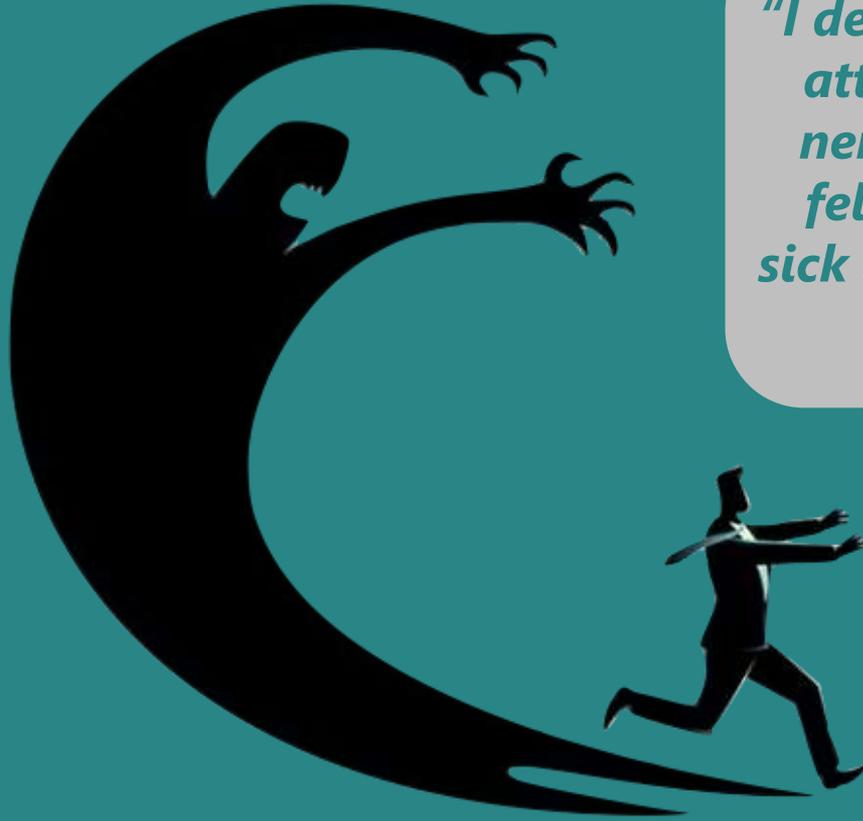
# Bullying



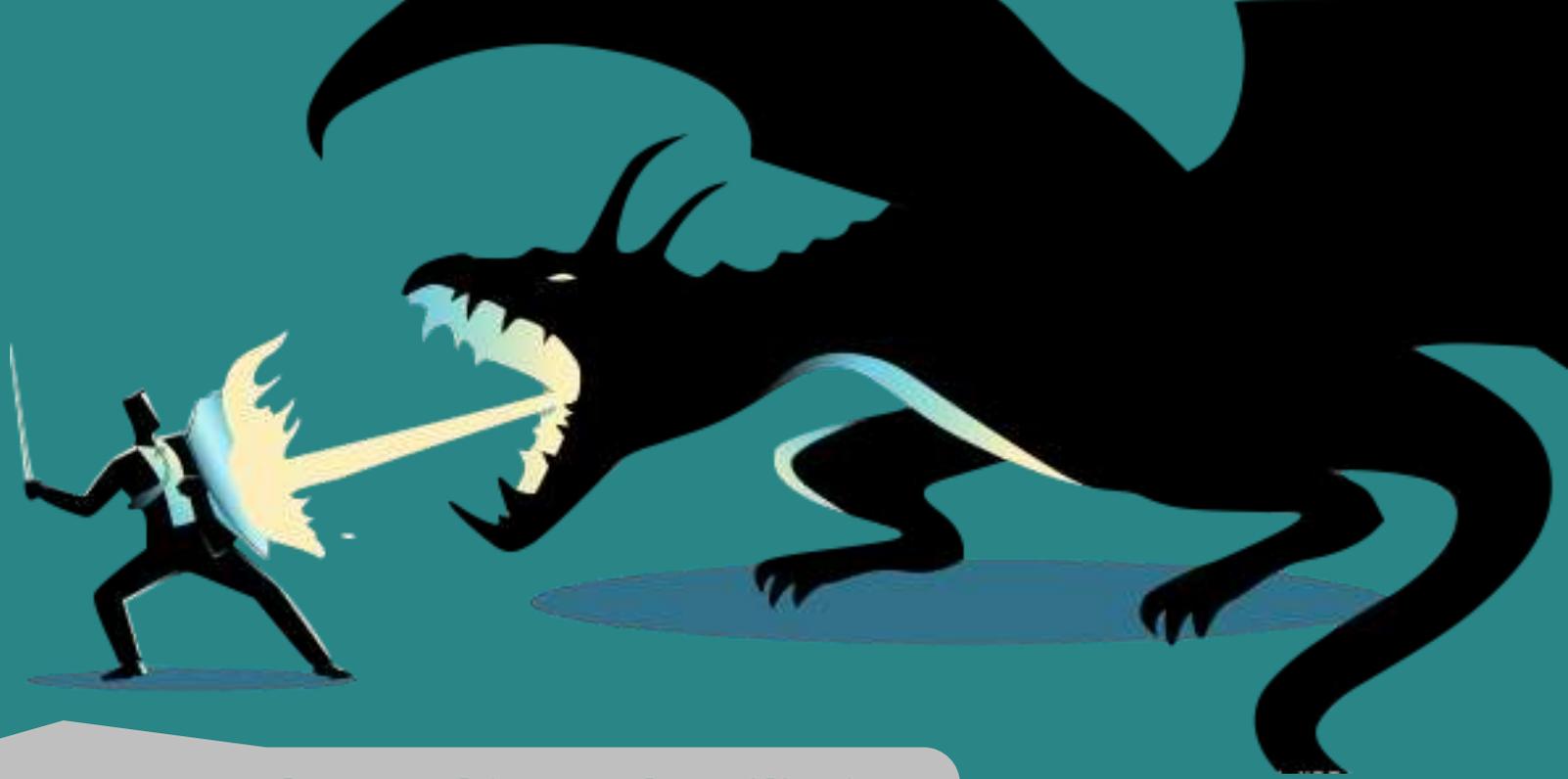


*"I was hunted  
for  
approximately  
five months."*

# Bullying



*"I developed anxiety and had panic attacks... I felt isolated, fearful, nervous a lot... I got headaches, felt nauseous and took days off sick because I just couldn't bear the thought of going to work."*



***“Over the years I’ve been subject to humiliation, being yelled at ... being insulted, degraded and had no chance of progression ...”***



***"I experienced such  
horrific workplace  
bullying last year, ... I  
ended up having a  
Breakdown."***

*"I suffered such a strong anxiety attack that it paralysed my body. I couldn't move."*



# Bullying in NZ

stuff ☰ business

## Kiwis worst in the world for bullying

By WILLIAM MACE • 11:08, Apr 15 2010

[f](#) [t](#) [G+](#) [m](#)



OFFICE INTIMIDATION: One in five Kiwi workers suffer from workplace bullying, one of the worst rates in the world.

stuff ☰ business

## New Zealand has world's second highest rate of workplace bullying

Adele Rindmond • 10:52, Aug 27 2010

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As many as half  
of all Australian  
employees  
experience or  
have experienced  
bullying during  
their careers.\*

Over 37 million  
workers face  
"abusive  
conduct" during  
their workday and  
almost 29 million  
others witness  
bullying\*\*

Three to four  
out of every ten  
workers  
experiencing  
bullying.\*\*

\*<https://socialspacemag.org/bully-be-gone-what-is-workplace-bullying-and-why-does-it-matter/>

\*\*Robyn Powell, "Half of All Australians Experience Workplace Bullying, Survey Finds",

ABC News, 9 October 2016, at <http://www.abc.net.au/news/2016-10-09/half-all-australians-experience-workplace-bullying-survey-finds/7916230>

# What is bullying?

**Bullies, repeatedly and intentionally humiliate or intimidate their targets. ~ Curry 2017**

**Bullying at work is repeated and unreasonable behaviour directed towards a worker or a group of workers that can lead to physical or psychological harm. ~ Worksafe, NZ**

# Common features of workplace bullying...

**Inappropriate**

**Unacceptable**

**Unreasonable**

**Persistent**

**Intentional**

**Repeated**

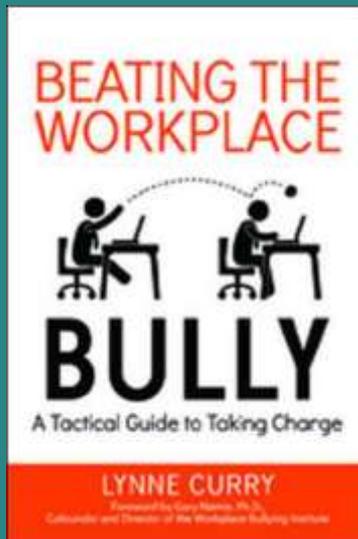
**Psychological abuse**

**Harassment**

Source: Sheehan 2004 (14) *Analysing metaphors used by victims of workplace bullying* | Request PDF.

[https://www.researchgate.net/publication/29452513\\_Analysing\\_metaphors\\_used\\_by\\_victims\\_of\\_workplace\\_bullying](https://www.researchgate.net/publication/29452513_Analysing_metaphors_used_by_victims_of_workplace_bullying)  
[accessed Oct 19 2018].

# Who bullies? Who is a likely target?



## TYPES OF BULLIES

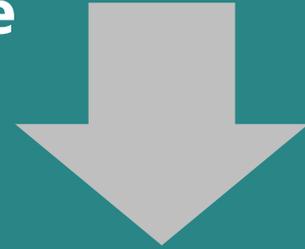
In my book, *Beating the Workplace Bully*, I document seven types of bullies. Recognising these types can help you understand who and what you are up against.

1. **The Angry, Aggressive Jerk**, who insults, blames and belittles.
2. **The Scorched Earth Fighter**, who pulls out all the stops to win; for this type of bully, it is not enough that he wins; you need to lose.
3. **The Silent Grenade**, who rules the workplace because he occasionally explodes so fiercely that others tiptoe around him.
4. **The Dr Jekyll, Mr Hyde**, who charms those he seeks opportunities from and claws those who get in his way.
5. **The Narcissist**, who feels entitled to win at all costs.
6. **The Wounded Rhino**, who acts with calculated malevolence in an effort to dominate others.
7. **The Character Assassin**, who spreads destructive stories to defame others.

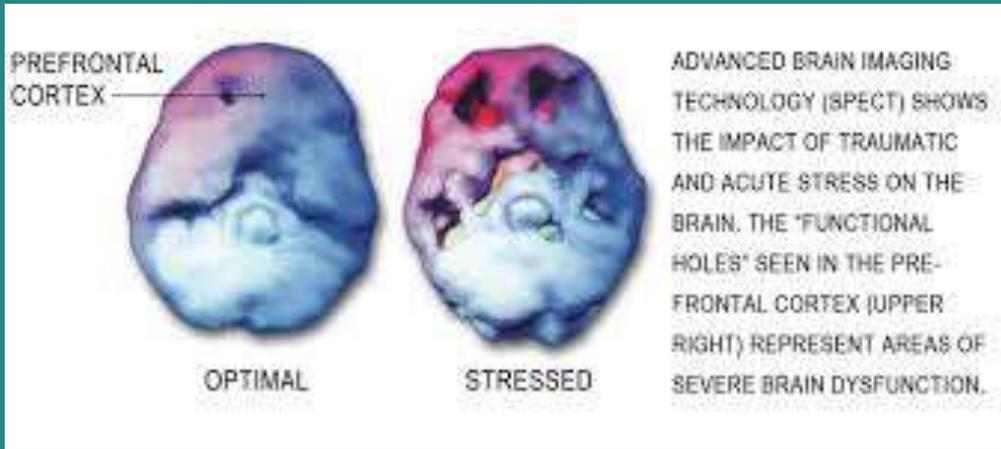
**Absenteeism**  
**Sickness**  
**Turnover of staff**  
**Psychological issues**  
**Stress**  
**Burnout / Brownout**  
**Anxiety**  
**Depression**  
**Risk**  
**Suicide**  
**\$**



**Productivity**  
**Reputation**  
**Job satisfaction**  
**Happiness**  
**Engagement**  
**Health and well being**  
**Self Esteem**  
**Performance**



# Stress changes your brain – you can't think straight



Stress shuts down areas of the brain

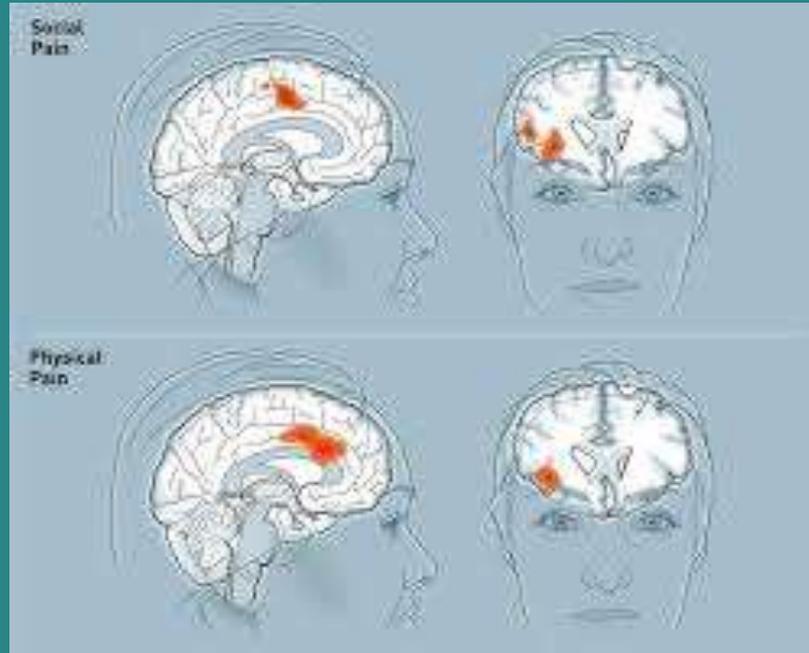
# 'It wore him down': 'Compassionate' male nurse commits suicide 'after being relentlessly bullied for a year by work colleagues who made him feel belittled and ashamed'

- Andrew Earl was emergency department nurse at Calvary Hospital in Canberra
- He took his own life at home in June after being unhappy at work for a year
- A friend said that one colleague constantly criticised and questioned his work
- Mr Earl, who was a nurse from 2009, was described as a 'gentle, giving person'

By [CHARLIE MOORE FOR DAILY MAIL AUSTRALIA](#)

**PUBLISHED:** 16:47 AEDT, 4 March 2018 | **UPDATED:** 01:19 AEDT, 8 March 2018

# Social pain hurts



The same pain networks lights up  
with social and physical pain

# We are not getting it right ...

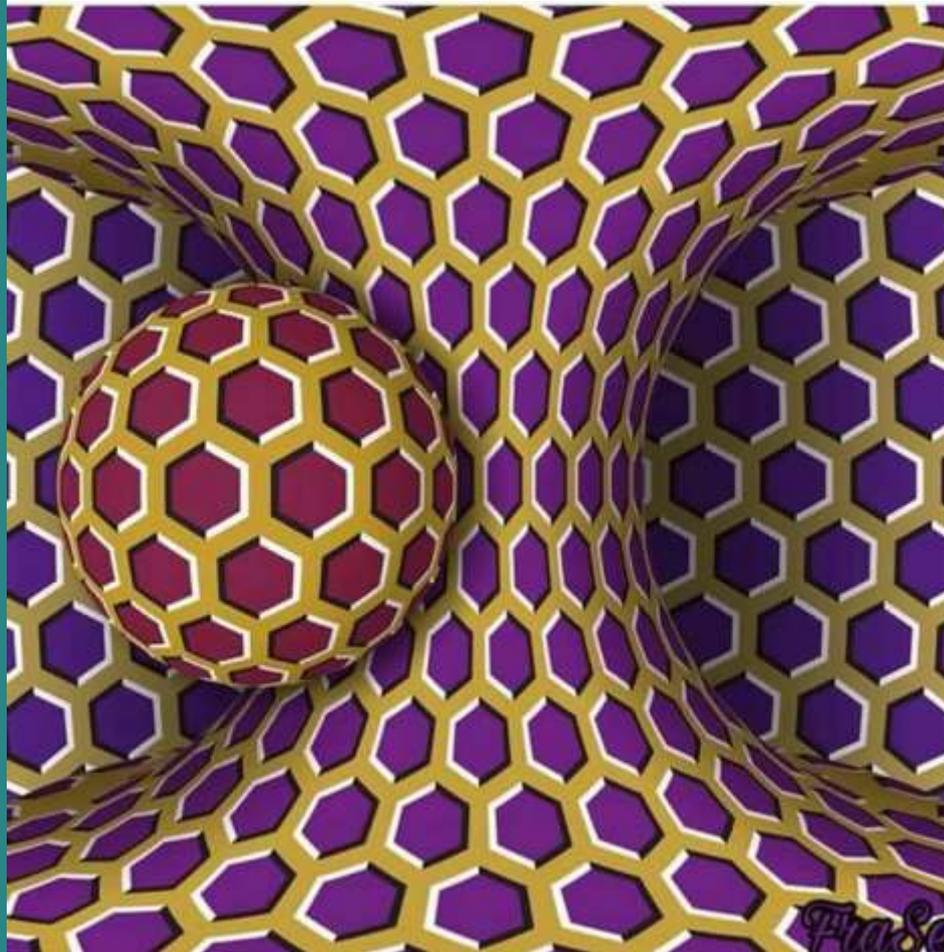
**It was a lethal combination of mental illness and workplace bullying that caused Paula Schubert's death, but her HR department's lack of action is concerning.**

**HRM** The news site of  
the Australian  
HR Institute

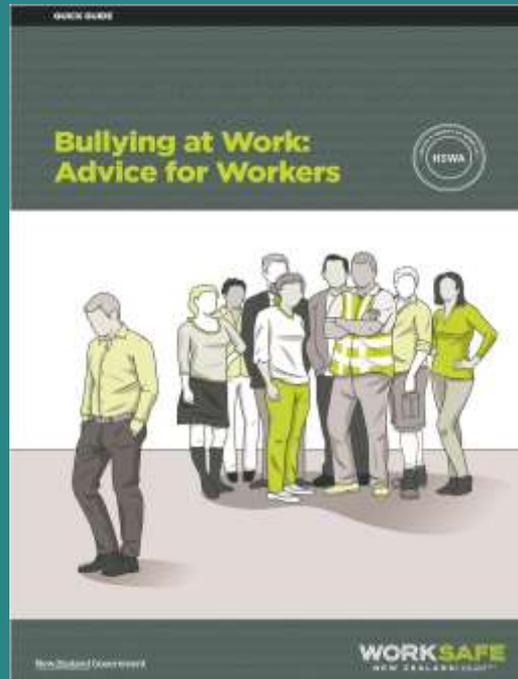
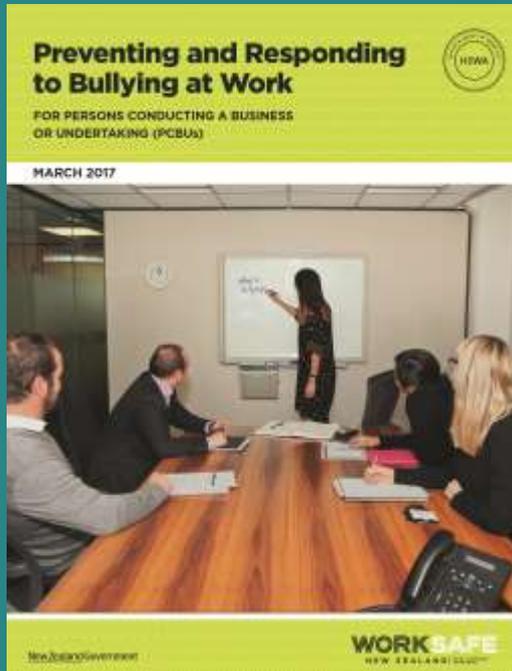
# Two sides



What is  
real?



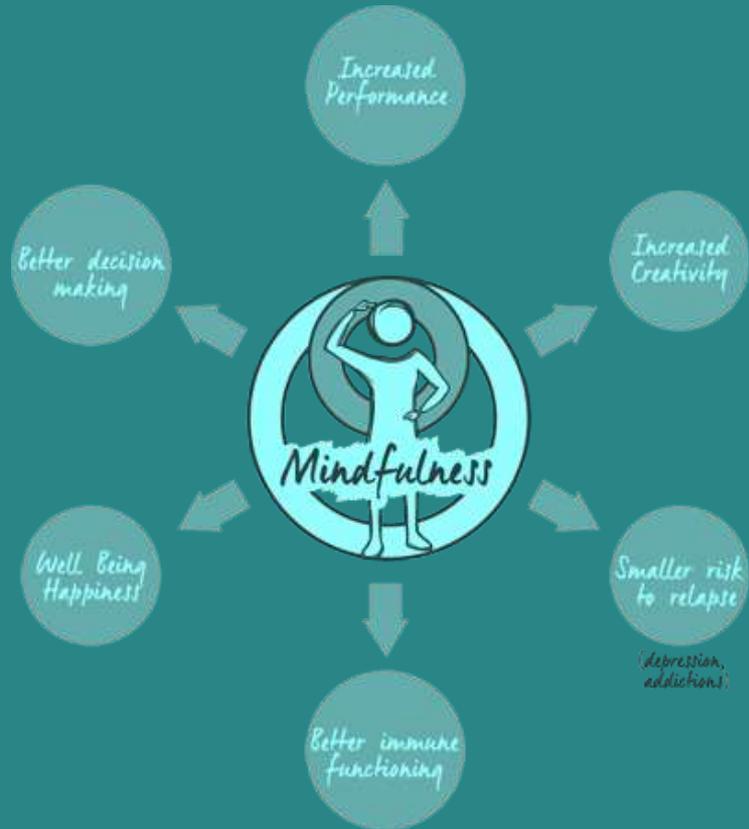
# What can we do ?



**We need to create cultures that stand up to bullying.**

**Focus on building the inner-strength of all staff.**

Teach basic mindfulness to help people develop a deeper awareness of themselves, resilience, compassion, and a greater ability to regulate their emotional responses and resilience.



# The only real power is loving kindness

I have the right to be happy and free from fear

I am a powerful person

I have the right to be safe and respected

I am my own person, I have boundaries, I am strong and centered



the  
**HEALTHY  
WORKPLACE**

helps people  
**thrive at work**

**THANK YOU.**

**[www.thw.nz](http://www.thw.nz)**

**E: [suzanne@thw.nz](mailto:suzanne@thw.nz) or [sarah@thw.nz](mailto:sarah@thw.nz)**

**T: 021 252 6679 or 027 4747165**

# What The Healthy Workplace offers:

- **Brain-Based experiential training and coaching**
- **30+ years experience**
- **Immediately applicable**
- **Measurable ROI**

