

## INCIVILITY VS. BULLYING

### INSTRUCTIONS

Start out the huddle by reviewing the definitions of bullying and workplace incivility and discussing the difference between them. Then, read the scenarios out loud and use the guiding questions to practice telling the difference.

### DEFINITIONS

- Workplace incivility is seemingly trivial behaviours that are rude, discourteous, or disrespectful and compromise the social norms of mutual respect in a workplace.
- Bullying is a persistent pattern of mistreatment that causes physical or emotional harm such as humiliation, isolation, or intimidation.

### AFTER THIS HUDDLE

Staff should be able to:

- Tell the difference between bullying and workplace incivility.
- Report bullying and workplace incivility appropriately.

### NOTES TO THE HUDDLE LEADER

- Understand that this can be a sensitive and intimidating topic, so it is important not to pressure anyone who is hesitant to share their views and experiences.

### SCENARIOS

- You overhear some co-workers discussing an incident involving you and another colleague.
- When Fiza is talking during a team meeting, Joan repeatedly sighs and rolls her eyes.
- A co-worker is constantly arguing with their colleagues.
- When information needs to be distributed after a care plan is updated, it is not passed on to all staff members.
- Some co-workers are always excluded from workplace conversations.
- During breaks, some staff members gossip about their colleagues.

### GUIDING QUESTIONS

- Is this workplace incivility or bullying? Discuss your answer.
- What should you do if you have witnessed these scenarios?
- How do you report workplace incivility and bullying? Why is it important to do so?