

GUIDE SHEET

Management commitment

Talk to a cross section of managers/supervisors and workers to determine whether responsibilities are identified, understood and fulfilled.

<p>1</p> <p>Are managers' and workers' responsibilities clearly identified, understood and fulfilled?</p>	<p>■ If management is committed to bullying prevention strategies and all workers understand their roles and responsibilities, tick the green box.</p>	<p>■ If bullying prevention strategies have been developed but are not effectively communicated to workers, tick the orange box.</p>	<p>■ If there is no policy and/or workers are unsure of management's commitment to addressing bullying behaviour, tick the red box.</p>
<ul style="list-style-type: none"> The bullet points under each response list examples to help inform your selection. Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> There is a written statement that the Person Conducting a Business or Undertaking (PCBU) is committed to preventing bullying. A bullying policy outlines the responsibilities of every person. The policy document is displayed and/or easily accessible to everyone in the workplace (eg internet). There is a clear complaint handling procedure. All workers have been trained in respectful workplace behaviours and behave accordingly. 	<ul style="list-style-type: none"> A bullying policy has been developed, but it is not easily accessible or well communicated. Complaint handling procedures have been developed but are not well communicated. Some workers are trained in respectful workplace behaviours. Insufficient training is given for bullying matters. 	<ul style="list-style-type: none"> Workers are unsure if a bullying policy exists in the workplace Workers are unsure of complaint handling procedures. No workers are trained in respectful behaviours. No training is provided in response to bullying behaviours.

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<p>2 Are enough resources allocated to meet responsibilities?</p>	<p>■ If the PCBU is committed to allocating resources to prevent bullying and encourages workers to participate in bullying prevention activities, tick the green box.</p>	<p>■ If resources are available but workers unsure how to access them, tick the orange box.</p>	<p>■ If no resources are available for staff to access bullying information, tick the red box.</p>
<ul style="list-style-type: none"> • The bullets points under each response list examples to help inform your selection. • Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> • Time and money is committed to prevent bullying in the workplace. • A policy and procedure have been developed to prevent and respond to bullying in consultation with workers and are in place and complied with. • A complaint handling procedure is in place and followed. • Training on bullying policies and procedures and respectful behaviour is conducted. • The Employee Assistance Program is available to all workers. • Reports of bullying are addressed promptly. 	<ul style="list-style-type: none"> • Bullying prevention policy and procedures are in place but are not communicated well to all workers. • There is training on respectful behaviour, but not all workers are included in the training. • Workers are unsure how to access an Employee Assistance Program. 	<ul style="list-style-type: none"> • No bullying prevention policy or procedures are in place. • No workers are aware of a bullying prevention policy or procedures. • Reports of bullying are not addressed. • No workers are aware of an Employee Assistance Program.

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<p>3 How would you determine whether managers always promote the prevention of bullying as a high priority?</p>	<p>■ If workers agree that manager's address bullying in the right way, tick the green box.</p>	<p>■ If workers agree that managers sometimes promote the prevention of bullying, tick the orange box.</p>	<p>■ If managers do not promote any bullying prevention strategies, tick the red box.</p>
<ul style="list-style-type: none"> • The bullets points under each response list examples to help inform your selection. • Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> • All workers are encouraged to report bullying incidents. • Workers with a designated role are trained in complaint handling procedures. • All workers receive information, instruction and training on the workplace bullying prevention policy and procedures. • Managers monitor workplace relationships to identify bullying behaviour – eg criticism and other negative interactions, tolerance of practical jokes, initiation practices, conflict between individuals in and outside a team, workers becoming isolated or excluded. • Managers consult with workers about bullying issues. • Managers and workers have been trained in conflict resolution skills. 	<ul style="list-style-type: none"> • Workers are sometimes encouraged to report incidents of bullying. • Some workers with a designated role are trained in the complaint handling procedures. • Some workers receive information, instruction and training on the workplace bullying prevention policy and procedures. • Some managers monitor workplace relationships to identify bullying behaviour. • Some managers consult workers about bullying issues. • Some managers and workers have been trained in conflict resolution skills. 	<ul style="list-style-type: none"> • Workers are discouraged from reporting bullying incidents. • No training has been provided on the bullying prevention policy and procedures. • Managers do not monitor workplace relationships, only productivity levels. • There is no workplace consultation about bullying behaviour. • No training is provided on conflict resolution skills.

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<div style="background-color: black; color: white; padding: 10px; font-size: 24px; font-weight: bold; text-align: center;">4</div> <div style="padding: 10px;"> <p>Are managers involved in the prevention of bullying and management of bullying initiatives?</p> </div>	<div style="background-color: #90EE90; padding: 10px;"> <p>■ If managers are aware of their roles and actively consult and support workers in the prevention and management of bullying, tick the green box.</p> </div>	<div style="background-color: #FFDAB9; padding: 10px;"> <p>■ If workers agree that managers sometimes promote the prevention of bullying in the workplace, tick the orange box.</p> </div>	<div style="background-color: #F08080; padding: 10px;"> <p>■ If managers are not active in the prevention of bullying and the management of bullying initiatives, tick the red box.</p> </div>
<ul style="list-style-type: none"> • The bullets points under each response list examples to help inform your selection. • Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> • Managers identify factors that increase the risk of bullying – eg organisational culture, negative leadership styles, lack of appropriate work systems, workplace relationships, workforce characteristics – eg employees who are a minority in the workplace. • Managers are trained in how to respond correctly to reports of bullying. • Managers consult workers about the effective management of bullying behaviour in the workplace. • Managers encourage workers to report incidents of bullying. • Managers ensure all workers are aware of the bullying prevention policy, procedures, complaint handling procedures and know where to access them. • Managers monitor and review bullying prevention strategies. 	<ul style="list-style-type: none"> • Some managers identify factors that increase the risk of bullying – eg organisational culture, negative leadership styles, lack of appropriate work systems, workplace relationships, workforce characteristics – eg employees who are a minority in the workplace. • Some managers are trained in how to respond correctly to reports of bullying. • Some managers consult workers about the effective management of bullying behaviour in the workplace. • Some managers encourage workers to report bullying incidents. • Some managers ensure all workers are aware of the bullying prevention policy, procedures and complaint handling procedures and know where to access them. • Some managers monitor and review bullying prevention strategies. 	<ul style="list-style-type: none"> • The prevention and management of bullying initiatives is not a priority for managers.

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Talk with a cross section of workers to determine whether:

<p>5 Do managers always lead by example?</p>	<p>■ If managers never bully their workers and respond quickly to bullying reports, tick the green box.</p>	<p>■ If workers agree that managers sometimes promote the prevention of bullying, tick the orange box.</p>	<p>■ If managers do not believe that bullying exists, are disrespectful and discourage reporting, tick the red box.</p>
<ul style="list-style-type: none"> The bullets points under each response list examples to help inform your selection. Tick the corresponding response in the bullying prevention improvement tool once you have considered the list of examples. 	<ul style="list-style-type: none"> Managers always treat workers with respect. Managers always encourage workers to report bullying behaviour. Managers always respond promptly and effectively to bullying complaints. Managers always encourage workers to participate in workplace training on bullying prevention and respectful workplace behaviours. Managers always ensure that all workers are trained in the workplace bullying prevention policy and procedures. 	<ul style="list-style-type: none"> Some managers treat workers with respect. Some managers discourage workers from reporting bullying. Bullying complaints take a long time to be addressed. Some managers do not encourage workers to participate in workplace training on bullying prevention or respectful behaviours. Some managers ensure workers are trained in and aware of the bullying policy and procedures. 	<ul style="list-style-type: none"> Managers do not treat workers with respect. Managers discourage workers from reporting bullying. There is no way for workers to report bullying. There is no bullying prevention or respectful behaviours training.

Disclaimer

This publication may contain occupational health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website (www.legislation.nsw.gov.au).

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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