

# Creating A Safe and Comfortable Work Environment

**By:** Nancy Sandoval-Morton, LCSW


**Level:** Beginner

**Length:** 10 minutes

**Materials:** handout

**Session Description:** This session will cover topics related to bullying behavior and anti-bullying interventions.

## Types of Bullying:

 <p><b>Verbal/ Psychological</b></p> <p>hurt, belittle, or intimidate</p> <p>manipulation, humiliation, threats, or constant criticism</p>	 <p><b>Social</b></p> <p>damage a person's social relationships or reputation</p>	 <p><b>Cyberbullying</b></p> <p>using technology to harass, intimidate, or humiliate</p>	 <p><b>Discriminatory</b></p> <p>based on their race, ethnicity, religion, sexual orientation, gender identity, disability</p>	 <p><b>Physical/ Sexual</b></p> <p>physical aggression or harm</p> <p>unwanted sexual acts</p>
---	--	---	---	---

Source: Stomp Out Bullying

## "Green Flags" in the Environment:

 <p>REPORTING PROCEDURES</p>	 <p>CONFIDENTIALITY, RETALIATION PROTECTION</p>	 <p>TRAININGS, PREVENTION WORK</p>	 <p>SUPPORT AND RESOURCES</p>	 <p>POLICIES, VALUES</p>
---	--	---	--	---

## Empathy:

EMPATHY			
<p><b>Perspective-taking</b></p> <ul style="list-style-type: none"> <li>Putting oneself in someone else's shoes to understand their perspective</li> <li>Imagine when you felt the same way</li> <li>Vulnerability= ability to relate</li> </ul>	<p><b>Avoid judgment</b></p> <ul style="list-style-type: none"> <li>No jumping to conclusions</li> <li>No "mind reading"</li> </ul>	<p><b>Recognize the emotion</b></p> <ul style="list-style-type: none"> <li>Actively listen</li> </ul>	<p><b>Communicate the understanding</b></p> <ul style="list-style-type: none"> <li>What did you understand?</li> <li>Agreement= connection</li> </ul>

Source: Read article [here](#)

**Conflict Resolution:**

Conflict Resolution			
<b>Identify the source</b> <ul style="list-style-type: none"> <li>Underlying issues</li> <li>When did the issue begin</li> </ul>	<b>Actively listen</b> <ul style="list-style-type: none"> <li>Understand each other's perspectives</li> </ul>	<b>Identify potential solutions</b> <ul style="list-style-type: none"> <li>Assertiveness: express while being calm and respectful</li> <li>Negotiate</li> <li>Compromise</li> </ul>	<b>Agreement, specific steps</b> <ul style="list-style-type: none"> <li>Mutual</li> <li>How do you move forward?</li> </ul>

Source: American Management Association

**The Experience Cube:**

<b>OBSERVATIONS</b>  FACTS	<b>THOUGHTS</b>  BELIEFS, ASSUMPTIONS
<b>WANTS</b>  Outcome	<b>FEELINGS</b>  Sad, mad, scared

Source: University of Victoria, From Clear Leadership by Gervase Bushe

**Approaches to Consider:**

<ul style="list-style-type: none"> <li>Staying calm &amp; composed               <ul style="list-style-type: none"> <li>Take deep breaths</li> </ul> </li> <li>Document               <ul style="list-style-type: none"> <li>Keep a record</li> </ul> </li> <li>Assertiveness               <ul style="list-style-type: none"> <li>Express yourself &amp; set boundaries</li> </ul> </li> <li>Reach out for support               <ul style="list-style-type: none"> <li>Support &amp; guidance</li> </ul> </li> <li>Witnesses               <ul style="list-style-type: none"> <li>Corroboration</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Reporting               <ul style="list-style-type: none"> <li>Follow policies</li> </ul> </li> <li>Self-care               <ul style="list-style-type: none"> <li>Prioritize emotional well-being</li> </ul> </li> <li>Employee rights               <ul style="list-style-type: none"> <li>Increase knowledge</li> </ul> </li> <li>Consult               <ul style="list-style-type: none"> <li>Outside resources, lawyer</li> </ul> </li> </ul>
--	---

**Resources:**

Trainings & Education	Counseling and Classes
<ul style="list-style-type: none"> <li>The Innerwork Company- innerworkcompany.com</li> <li>Traliant- traliant.com</li> </ul>	<ul style="list-style-type: none"> <li>Saving Our Sons and Daughters               <ul style="list-style-type: none"> <li>(925) 432-4200</li> </ul> </li> </ul>

<ul style="list-style-type: none"><li>• The Go Game- thegogame.com</li></ul>	<ul style="list-style-type: none"><li>○ Pittsburg, CA</li><li>• Catholic Charities<ul style="list-style-type: none"><li>○ ccyoso.org/wellness</li><li>○ Yolo-Solano</li></ul></li><li>• COPE Family Support Center<ul style="list-style-type: none"><li>○ (925) 689-5811</li><li>○ Walnut Creek, CA</li></ul></li><li>• Mt. Diablo Adult Education<ul style="list-style-type: none"><li>○ (925) 685-7340</li><li>○ Concord, CA</li></ul></li><li>• Touchstone Counseling Services<ul style="list-style-type: none"><li>○ (925) 932-0150</li><li>○ Pleasant Hill, CA</li></ul></li></ul>
--	---