

TOWARDS A HOLISTIC TRANSFORMATION OF  
ORGANISATIONS INTO LEARNING WORKPLACES

# LEARNING WORKPLACES

## **Workshop:** *Six Top Transversal Skills for Employees* *Module 3: Resilience and Time Management*

[Date of Workshop]



Co-funded by the  
Erasmus+ Programme  
of the European Union

*Project Agreement Number: 612910-EPP-1-2019-1-CY-EPPKA3-PI-FORWARD*

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

# Welcome to the LEARN project's workshop for Employees!

Learn continually -  
there's always "one  
more thing" to learn!

*Steve Jobs*



*Let's break the ice!*



# Introductions



## Introduction

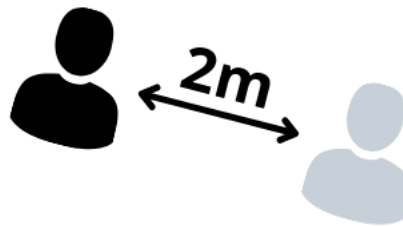
R

U

L

E

S



# Aim

The development of key transversal skills of employees that are most often requested by employers today, so that they become more effective at their job and in their life in general, and contribute to the establishment of a learning culture within the organisations for which they work.



**To create relationships based on effective communication, respect,  
good manners, and empathy.**  
*[Communication]*

**To show team spirit for achieving common goals.**  
*[Team Building]*

**To effectively face changes and challenges.**  
*[Resilience and Time Management]*

**To implement tasks based on predefined processes, regulations,  
and expectations.**  
*[Responsibility and Ethical Practice]*

**To demonstrate self-awareness and self-efficacy.**  
*[Self-Leadership and Entrepreneurial Mindset]*

**To manage one's own learning process.**  
*[Learning to Learn]*

# Objectives



# Route Map



1. Communication



2. Team Building



3. Resilience and Time Management



4. Responsibility and Ethical Practice



5. Self-leadership and Entrepreneurial Mindset



6. Learning to Learn

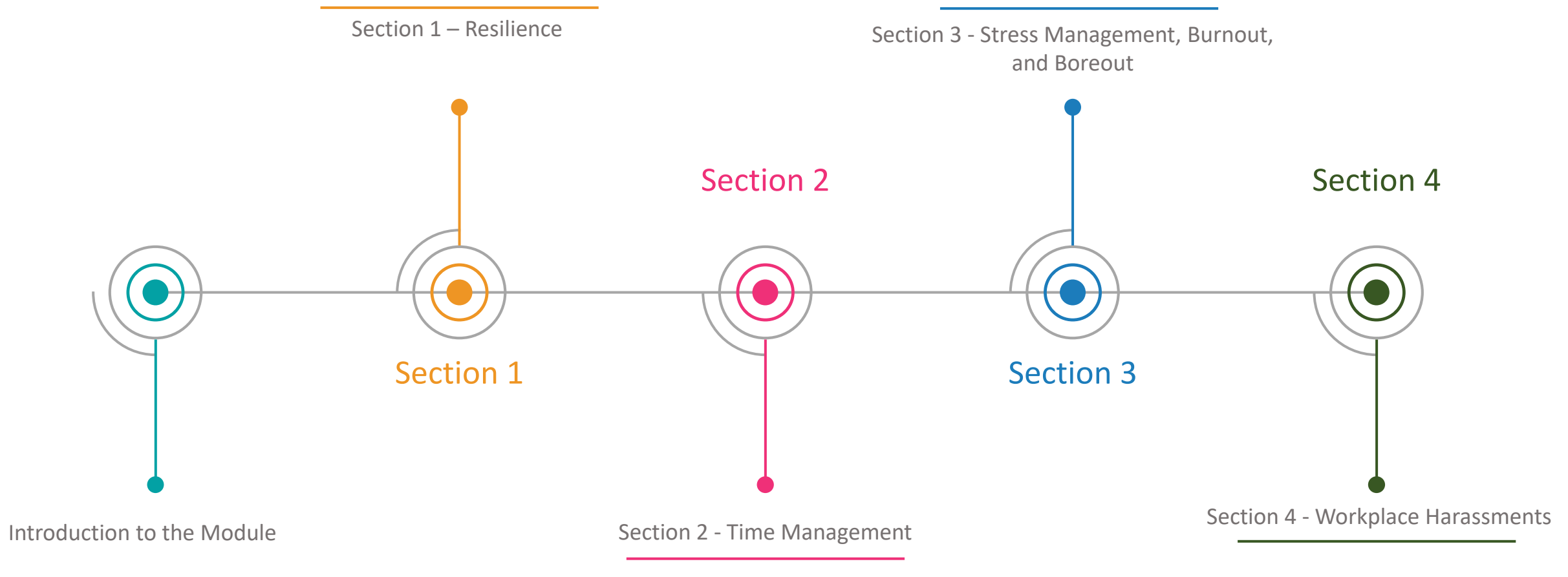


# Resilience



What is it like to work where you work?

# Module Structure



# Learning Outcomes

**01** To explain the importance of a resilient and “healthy” workplace.

**02** To describe the main principles of time management (Eisenhower matrix).

**03** To Set SMART goals.

**04** To identify ways to prevent and handle burnout.

**05** To apply techniques to overcome burnout.

**06** To deal with changes/challenges in the workplace effectively.

*“I have two kinds of problems: the urgent and the important. The urgent are not important, and the important are never urgent.”*

*Dwight D. Eisenhower, former U.S. President*



# Resilience

A resilient workplace

Resilience skills

Mental health at the workplace

Does your organisation do enough to promote positive mental health at work?

Resilience strategies

Challenges of change in the workplace

# What is Resilience

- Ability to bounce back and thrive from major challenges
- How a person handles stress
- Key element in well-being





# How resilience impacts the workplace

- Greater job satisfaction, work happiness, organizational commitment and employee engagement
- Improved self-esteem, sense of control over life events, sense of purpose in life and improved employee interpersonal relationships
- Increased productivity



# Types of resilience

- ***Natural***: enthusiasm for life and a tendency to try new things.
- ***Adaptive***: difficult circumstances that impel you to adapt and grow.
- ***Restored***: learning and deliberate techniques to strengthen your skills.





# Resilience skills

# Self-confidence

- Ability to succeed
- Face difficulties with certainty

Examples:

- Managing a large project
- Job interviews



# Optimism

- Focus on the positive
- Imagine the good that can result from circumstances

Example:

- Writing reports



# Flexibility

- Ability to handle pressure
- Adjust to challenging situations

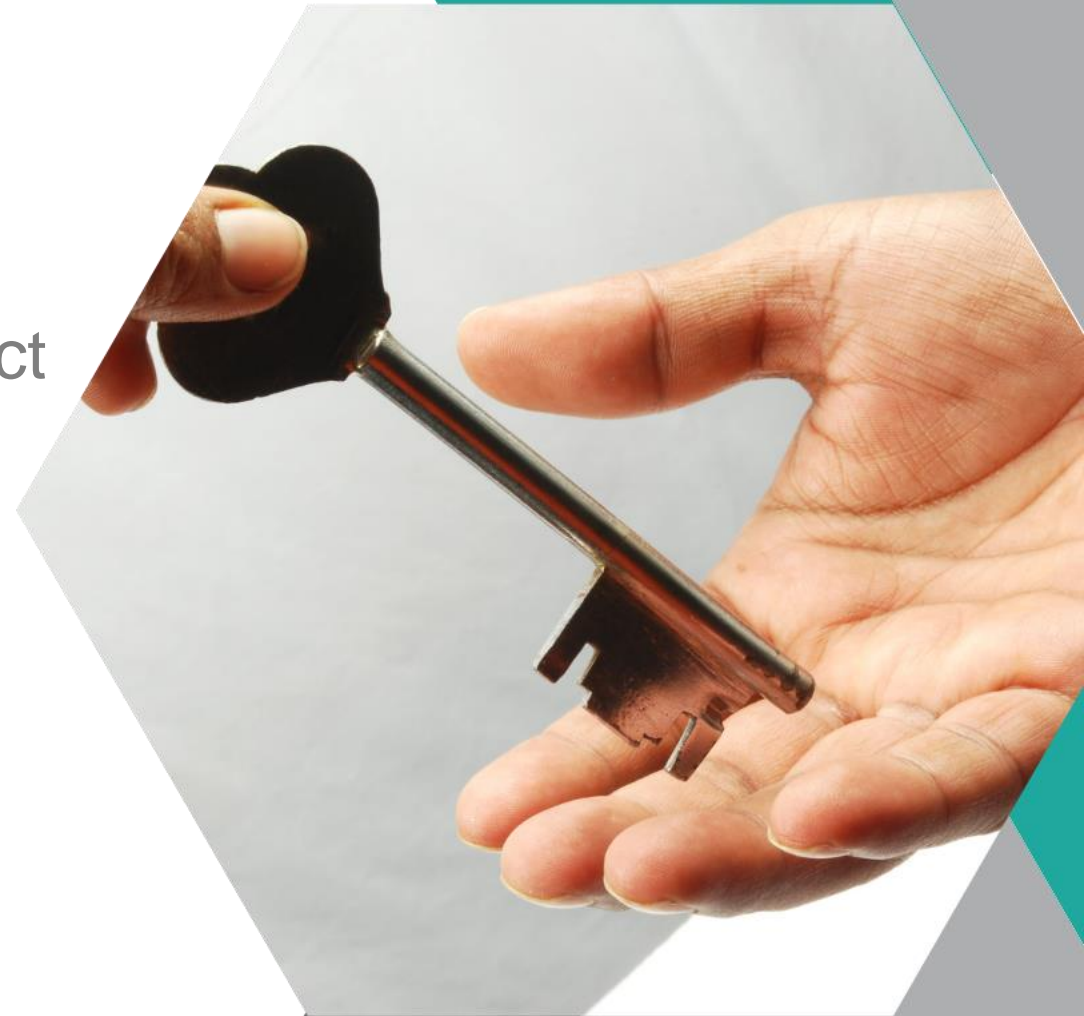
Example:

- Major revisions



# Responsibility

- Believe that your actions can counteract your circumstances
- Strong work ethic



# Patience

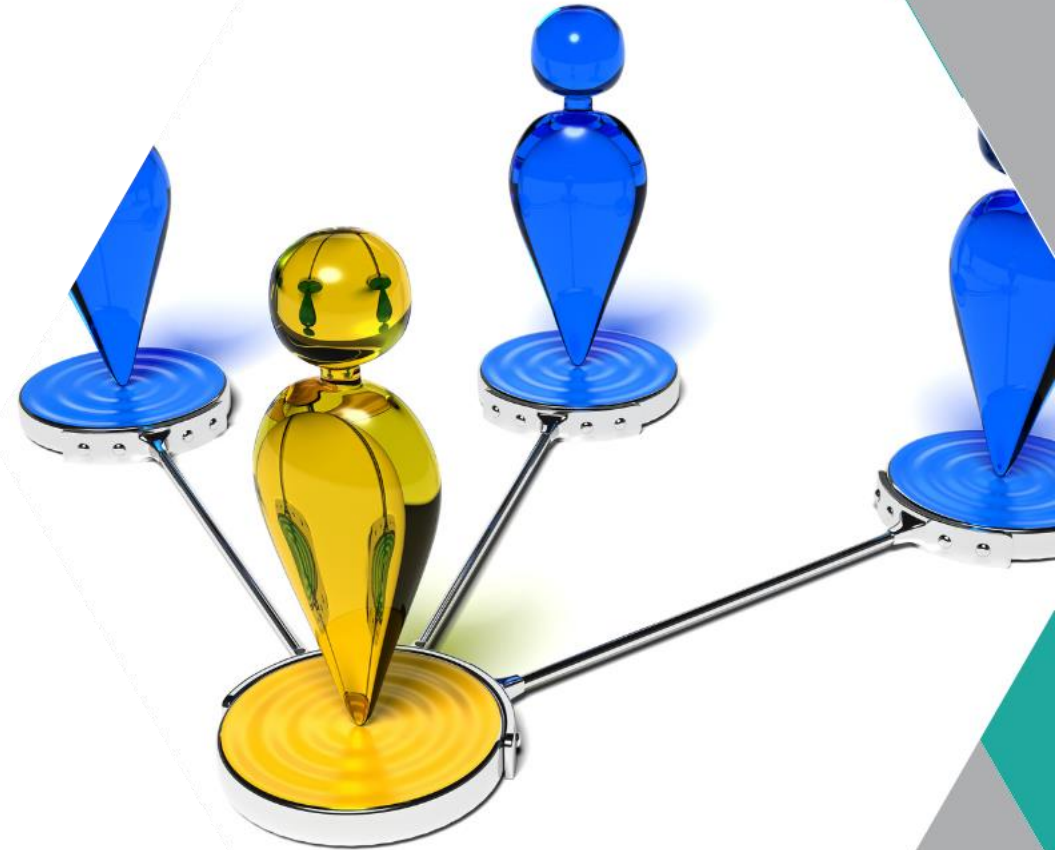
- Handle complications and discomfort with control over your emotions
- Ignore the emotional distractions that challenges may present
- Keep focused on your personal and professional goals





# Communication and teamwork

- Listening and asking questions
- Know when to ask for help or reach out for support



# Problem-solving

- Resolving problems that may test your limits
- Proactively working to avoid potential obstacles

## Example:

- Short-staffed while working on a deadline



# Self-awareness

- Being conscious of your emotional responses to challenges
- Deeper understanding of what brings you satisfaction and what causes frustration
- Being aware of your own weaknesses



# Characteristics of a resilient workplace

- **Autonomy** is allowed.
- Good work is **rewarded**.
- Access to **services** and **supports** is provided when needed to maintain good physical and mental health.
- **Flexible schedules** are allowed.
- Work **expectations** are reasonable.



# When Stress is High, Resilience is Needed!

- Long work hours, job strain, shift work, job insecurity, limited control, peer conflict and low social support all contribute to workplace stress.
- Most employees view their jobs as the number one stressor in their lives.
- The likelihood of developing depression or anxiety is higher for those who work in stressful work environments.
- Stressful work environments can lead to negative physical and mental health outcomes for employees and organizations.
- Alcohol and substance misuse have been linked to employees experiencing high stress levels.
- Unhealthy and difficult work environments contribute to premature death of workers.
- Demanding workloads account for a large amount of healthcare expenditures.
- Initiatives and programs that foster a resilient and mentally healthy workplace increase productivity, lower healthcare costs, lower absenteeism and decrease turnover.





# Resilience and mental health at the workplace

- Need for greater mental health and support
- Being resilient is a metric of a healthy work environment
- Sense of balance between work and your personal lives
- Supported by leadership and colleagues



# Mental health at work

## Mental health

A state of optimal well-being, in a positive way, on a physical, psychological, social and even spiritual level.

→ Healthiness of relationships at the interpersonal and group level.

## Mental health in the corporate environment

A sufficient and significant state of well-being to which work contributes, instead of constituting a focus of problems that the individual has to strive to compensate for.

# Mental health at work

## What your company owes you

- At least not generate a negative effect on you while you work together
- Loyalty
- Fairness
- Consistency

## What your company doesn't owe you

- To take responsibility for your happiness

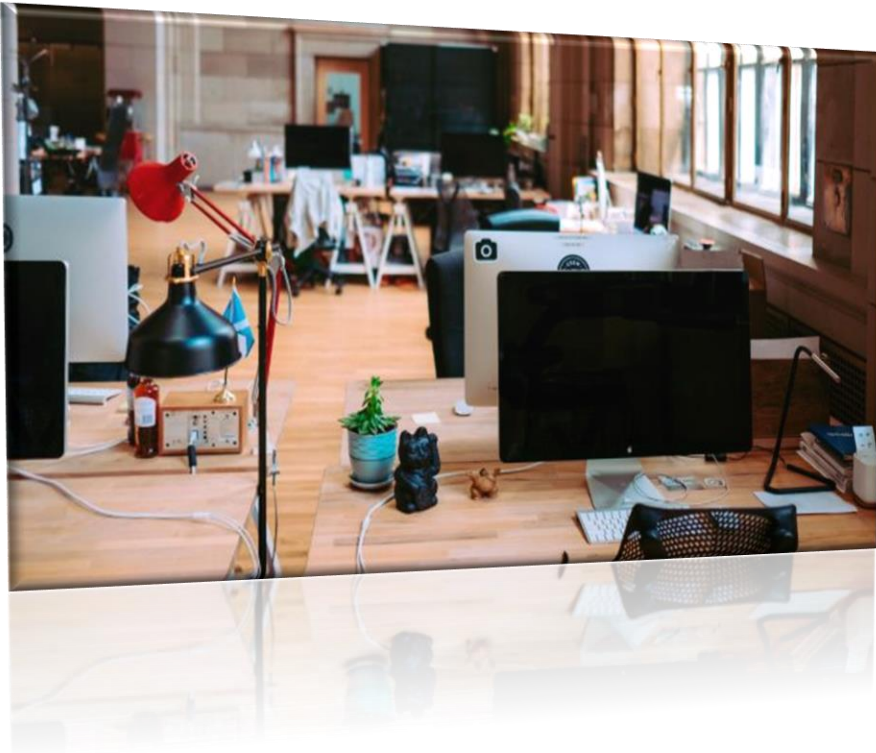




# Mental health at work

## Physical environment: Comfort, security, accessibility

- Settings which make us want to go there
- Order, cleanliness, lighting, decoration and the arrangement of the furniture
- Safe place against Corona Virus



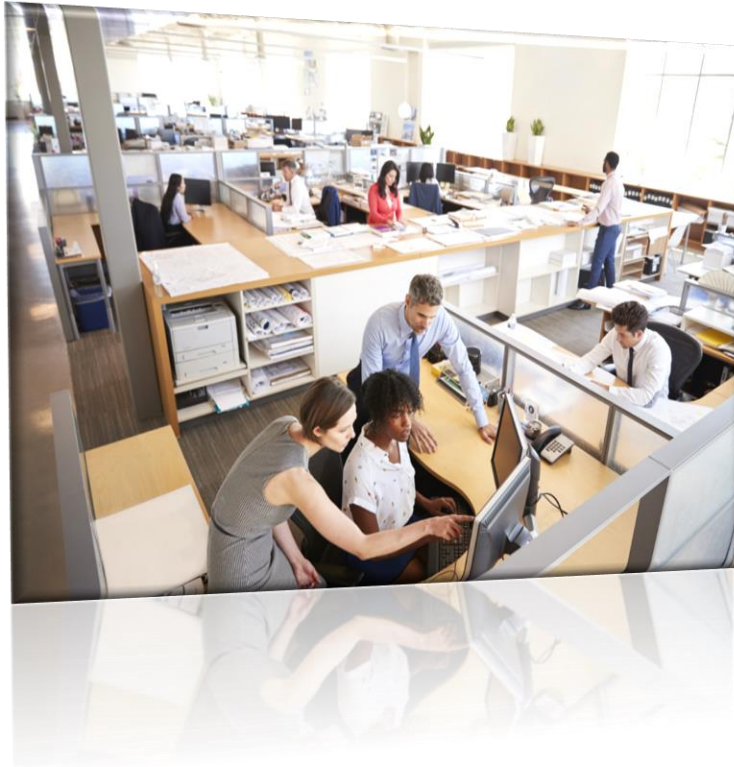
# Mental health at work



## Quality of Relationships

- Pleasant environment
- Clear information
- Good relations between colleagues
- Benefit from creating a good atmosphere for all
- Trust
- Mutual help

# Mental health at work



## Capacity to Work Efficiently

- Access to material needed
- Patience
- Flexibility

# Mental health at work



## The perception that needs are taken into consideration

- Incorporation of more logical methods of working
- Focus should be on the employee and not the task at hand

# Mental health at work



## Transparency and Fluid Communication

- Know what to expect
- Sensible thinking
- Things are explained
- No bad intentions or “hidden agendas”

# Is your organization doing enough to promote positive mental health at work?

**DEMANDS** – The extent to which people can cope with the demands of their work.

**CONTROL** – The level of say people have in the way they do their work.

**SUPPORT** – The information, encouragement and resources provided to enable people to do their work.

**RELATIONSHIPS** – The extent to which people are free from unacceptable behavior / conflict.

**ROLE** – The level to which people understand their role and don't feel they have conflicting roles.

**CHANGE** – How change is both managed and communicated.



Is your organization doing enough  
to promote positive mental health at work?

Take the quiz!

# Is your organization doing enough to promote positive mental health at work?

**If you scored LESS THAN 4** Mental wellbeing is obviously valued in your organisation and efforts are made to promote a healthy work environment. People feel supported and enabled to do a good job.



**If you scored BETWEEN 4 and 8** There are some obvious signs of work-related stress in your organisation, which will inevitably be having an impact on creativity, productivity and results. Pay attention to the specific work-design areas that you agreed with as this will help you to prioritise improvements in the work place to promote a healthier working environment.



**If you scored MORE THAN 8 (9-12)** Unfortunately, it appears that your organisation may be failing to protect its people from the primary sources of stress at work and as a result could be experiencing high absenteeism and presenteeism, reduced creativity, productivity and results and high legal risk. Be sure to highlight the specific work-design areas that require attention and prioritise improving mental wellbeing for the benefit of all.





# Resilience Strategies

*Steps to building resilience  
in the workplace*

A hand holding a blue pen is writing on a document. In the foreground, two white chess pieces, a king and a knight, are visible. The background is blurred, showing a person in a white shirt.

# Have a purpose

*Anything that drives you towards improved strength and endurance against difficulty*

- Desire to be a reliable colleague
- Striving for a promotion
- Developing skills to advance in your career



# Boost your confidence

*Believing that you can handle challenges and thrive amid difficulty*

- Remind yourself of past successes
- Try to mimic how a resilient person behaves



# Set goals

*Determine what your goals are and why you wish to achieve them and then devise a plan that you can apply in challenging situations*

- Reflect on your goals and your plan
- Follow through



# Work on your problem-solving skills

*Feel prepared and increase your confidence the next time you face a challenge*

- Reflect on your experiences and the creative problem-solvers you've known
- Recall past solutions
- Devise new ones



# Confide in loved ones

*Your loved ones can voice their belief in you and encourage you to persist*

- Build a strong support network of friends and family
- Seek encouragement in your network



# Dealing with change



# Change Management Principles

1. Understand Change.
2. Plan Change.
3. Implement Change.
4. Communicate Change.





# Understand Change

- Why you need to change. What are your key objectives?
- What will the benefits of the change be to the organization?
- How will it impact people positively?
- How will it affect the way that people work?
- What will people need to do to successfully achieve the change?



# Plan Change

- Support. How will you secure, engage and use high-level support in the change?
- Involvement. Who is best positioned to help you to design and implement the change?
- Buy-in. How do you plan to achieve support from people across the business?
- Impact. What goals do you need to achieve?



# Implement Change

- Ensure that you understand what needs to happen – and what it means for you.
- Agree success criteria for your changes, and make sure that they're regularly measured and reported on.
- Map and identify all of the key persons that will be involved in the change and define their level of involvement.



# Communicate Change

- Awareness (of the need for change).
- Desire (to participate in and support it).
- Knowledge (of how to change).
- Ability (to change).
- Reinforcement (to sustain the change in the long term).

# Time management

The Eisenhower's principle  
How to use the Eisenhower's principle  
How to overcome "busyness"?  
SMART goals  
How to stop procrastinating?  
How to say "no"?

# Eisenhower's principle

- Time stressors: result of having too much to do, in too little time.

Eisenhower's "Urgent/Important" Principle

*Using time effectively, not just efficiently*





# Eisenhower's principle

What are urgent and important activities?

- **Important** activities have an outcome that leads to us achieving our goals, whether these are professional or personal.
- **Urgent** activities demand immediate attention, and are usually associated with achieving someone else's goals. They are often the ones we concentrate on and they demand attention because the consequences of not dealing with them are immediate.

To do list...

# How to use Eisenhower's Principle

## Step 1

**List** all the activities and projects you have to do

→ Create a To-Do List

*Write down all of the tasks that you need to complete. Run through these tasks allocating priorities from A (very important, or very urgent) to F (unimportant, or not at all urgent).*



# How to use Eisenhower's Principle

## Benefits of To-Do lists

- Improve organization
- Increase focus
- Boost productivity
- Better prioritization
- Offers a sense of accomplishment
- Reduces stress



# How to use Eisenhower's Principle

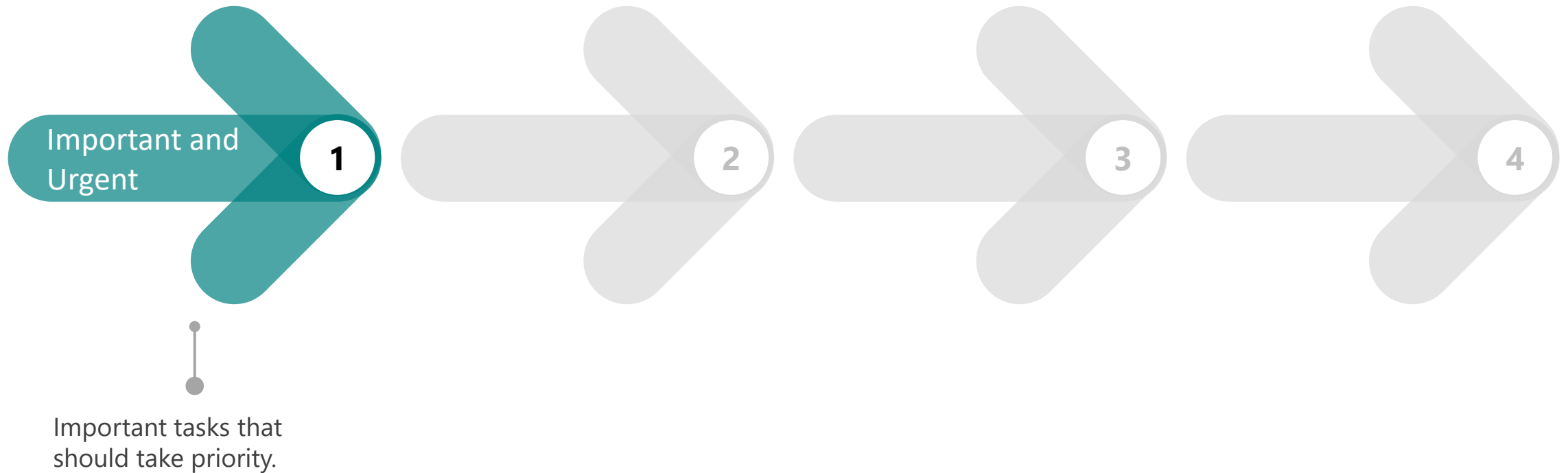
## Step 2

**Categorize** all the activities

- Put each activity in one of four categories
  1. Important and urgent
  2. Important but not urgent
  3. Not important but urgent
  4. Not important and not urgent

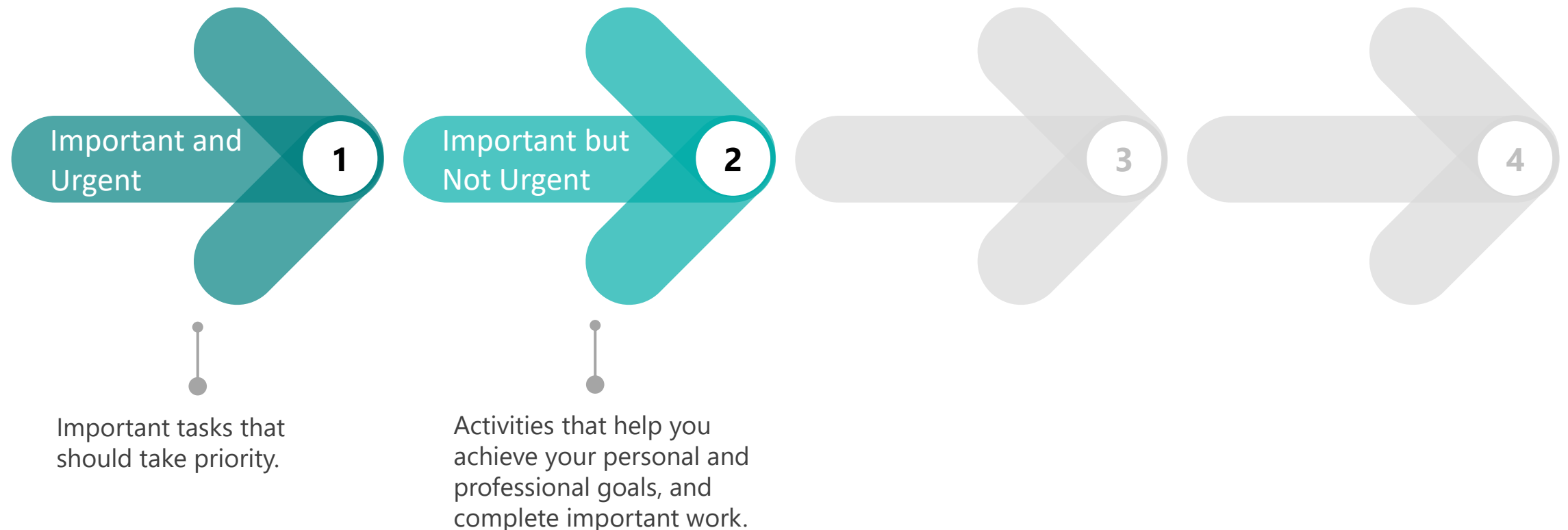
# How to use Eisenhower's Principle

## How to Focus on Your Priorities



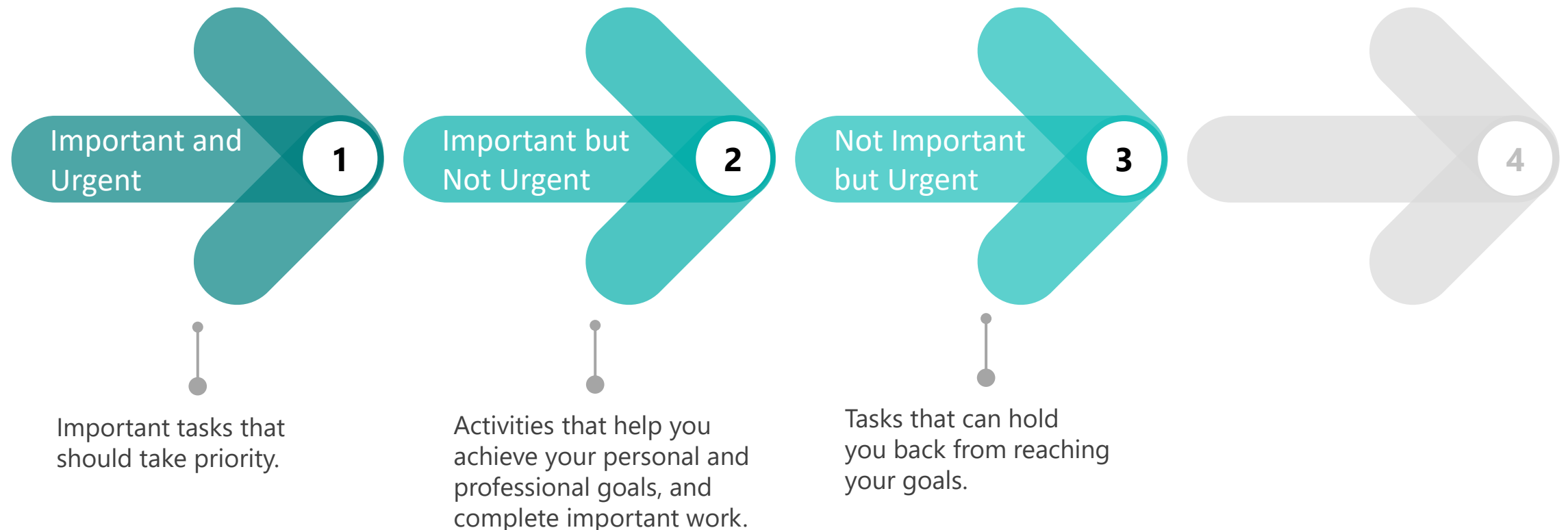
# How to use Eisenhower's Principle

## How to Focus on Your Priorities

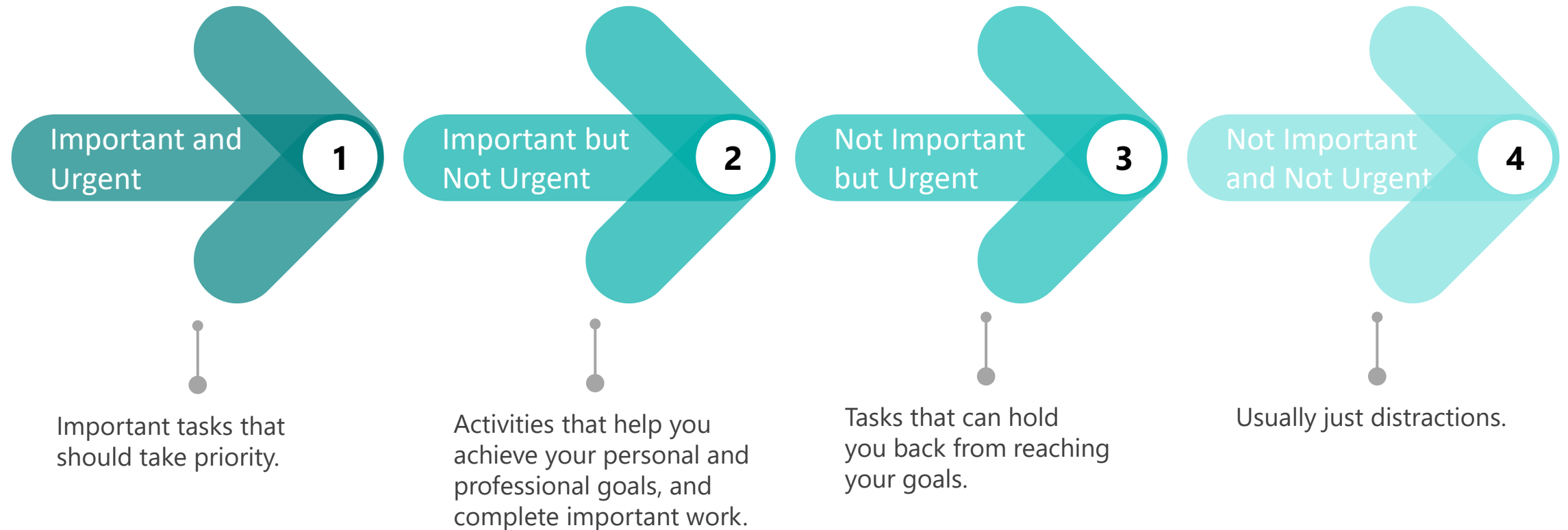


# How to use Eisenhower's Principle

## How to Focus on Your Priorities



# How to use Eisenhower's Principle

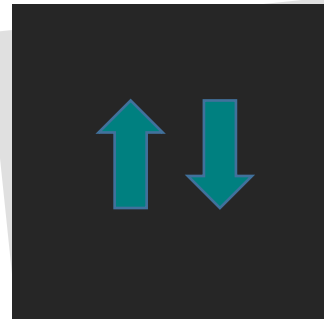




# How to overcome busyness?

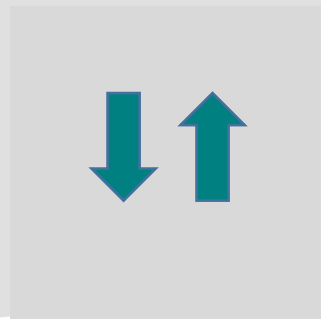
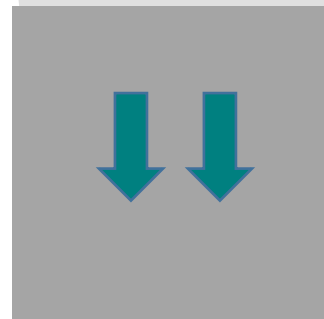
## High urgency – Low importance

- Bundle similar things (calls, e-mails, etc).
  - Can someone else do it?



## Low urgency – Low importance

- Is this really necessary?
- Can someone else do it?
- Put it on the back burner.



## High urgency – High importance

- Block out uninterrupted time (hold calls, work remotely).
- What skills can someone else contribute to the task?

## Low urgency – High importance

- Set goals on a timeline.
- Work on your most productive / alert time of the day.
- What skills can someone else contribute to the task?

# How to overcome busyness?



Let go of 100% perfection.

Don't do everything by yourself.

Don't do everything that someone asks you to do.

Appreciate the things that go well.

Take time for yourself.

Don't spend too much time dwelling on errors made.





# SMART Goals

# How to Make Your Goals Achievable

- **Specific** (simple, sensible, significant).
- **Measurable** (meaningful, motivating).
- **Achievable** (agreed, attainable).
- **Relevant** (reasonable, realistic and resourced, results-based).
- **Time bound** (time-based, time limited, time/cost limited, timely, time-sensitive).



# How to Make Your Goals Achievable



- **What** do I want to accomplish?
- **Why** is this goal important?
- **Who** is involved?
- **Where** is it located?
- **Which** resources or limits are involved?

**Specific**

# How to Make Your Goals Achievable

- How much?
- How many?
- How will I know when it is accomplished?

**Measurable**

# How to Make Your Goals Achievable



- How can I accomplish this goal?
- How realistic is the goal, based on other constraints, such as financial factors?

**Achievable**

# How to Make Your Goals Achievable

- Does this seem worthwhile?
- Is this the right time?
- Does this match our other efforts/needs?
- Am I the right person to reach this goal?
- Is it applicable in the current socio-economic environment?

**Relevant**

# How to Make Your Goals Achievable

- When?
- What can I do six months from now?
- What can I do six weeks from now?
- What can I do today?

**Time-bound**

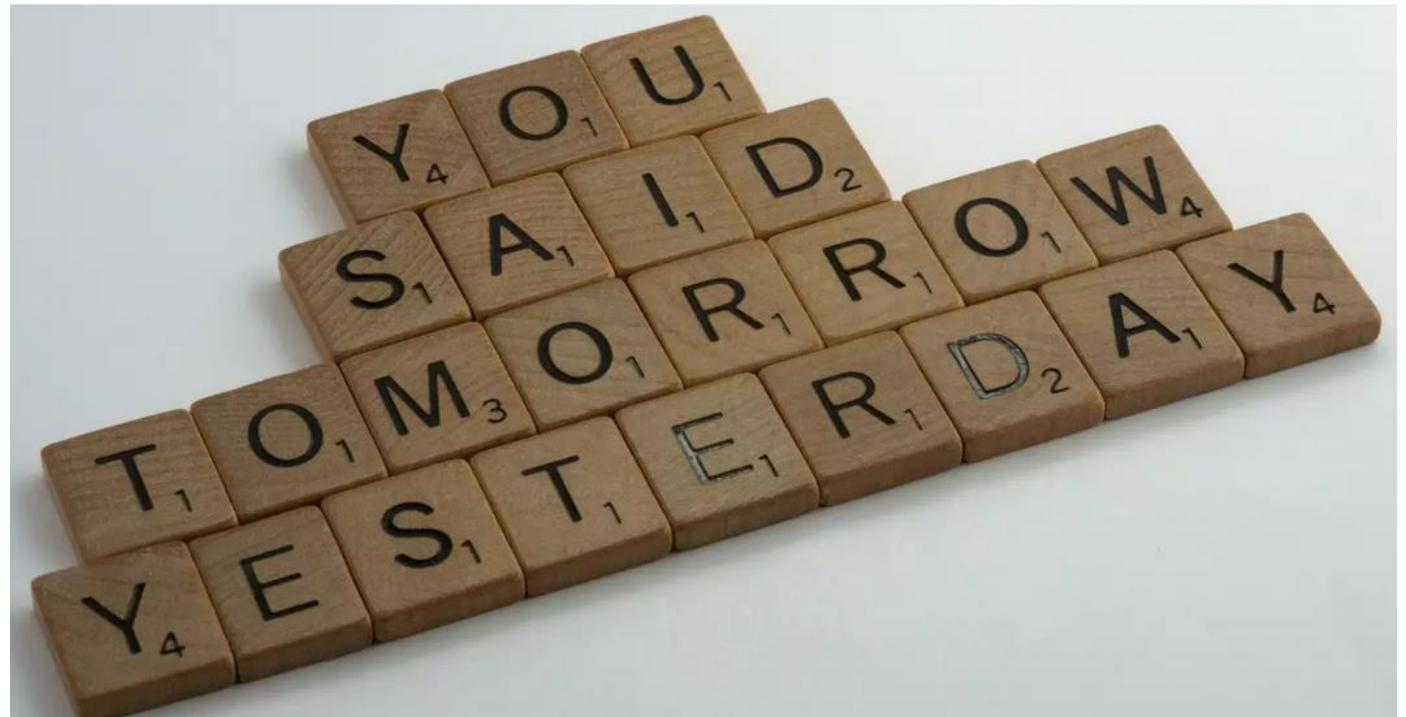
# How to stop procrastinating?

## Procrastination

Choosing to do something else instead of the task that you know you should be doing.

## Laziness

Apathy, inactivity and unwillingness to act.





# How to stop procrastinating?



## Step 1: Recognize That You're Procrastinating

*You may be procrastinating if you...*

- Fill your day with low-priority tasks.
- Leave an item on your To-Do list for a long time, even though it's important.
- Read emails several times over without making a decision on what to do with them.
- Start a high-priority task and then go off to make a coffee.
- Fill your time with unimportant tasks that other people ask you to do, instead of getting on with the important tasks already on your list.
- Wait to be in "right mood," or wait for the "right time" to tackle a task.

# How to stop procrastinating?

## Step 2: Work Out WHY You're Procrastinating

- Poor organization
- Worried about failing
- Fear of success
- Perfectionism
- Poor decision-making



# How to stop procrastinating?

## Step 3: Adopt Anti-Procrastination Strategies

- Forgive yourself for procrastinating in the past
- Commit to the task
- Promise yourself a reward
- Ask someone to check up on you
- Act as you go
- Rephrase your internal dialog
- Minimize distractions
- Get least pleasant tasks out of the way early



# How to say no?

## When to Say "No" to the Task

- Do I have time to do it? Where in Eisenhower's Urgent/Important Principle does this request fit?
- Am I the right person for the task?
- Does this request fit with my goals and objectives?



# How to say no?

## The Dangers of Saying "Yes" to Everything

- Consumption of valuable time
- Narrowing the focus on your own goals
- Reduced quality of your own work
- Stress, possibly leading to burnout



# How to say no?

## Tips to say “no”

- Be Honest
- Be Clear
- Be Polite
- Use Negotiation

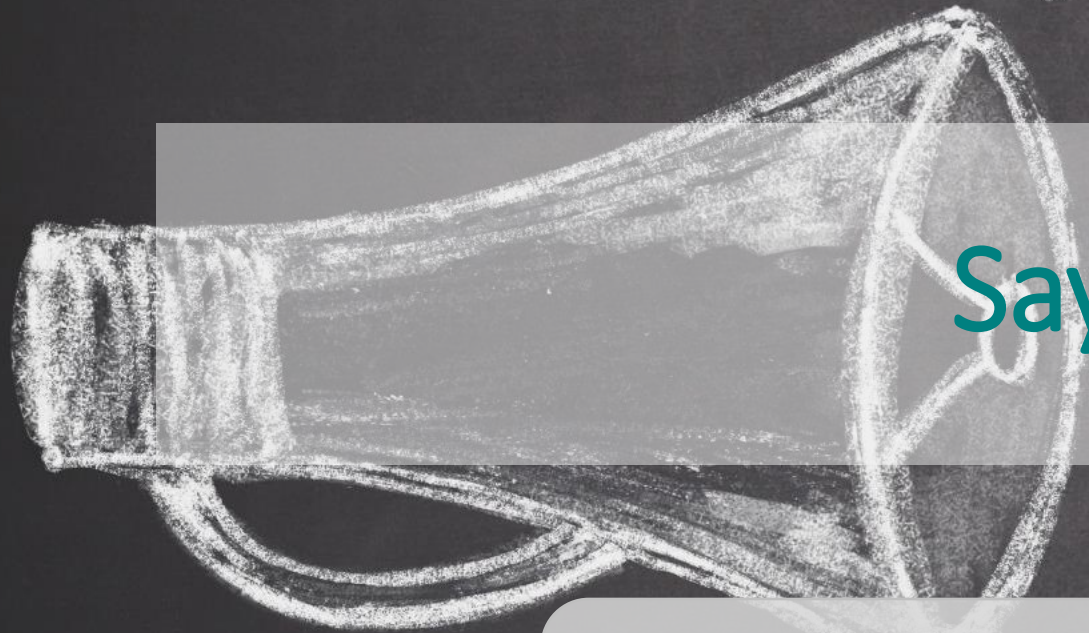


# How to say no?

Say "Yes" to the Person but "No" to the Task

- What does this person really need?
  - How else can this person's need be met?
  - How can I support this person to have the need met?
- Trust
- Good communication





Say no!

SAY NO

How would you handle the situation?



# Stress Management, Burnout, and Boreout

Types of stressors

Managing common pressures

Everyday hassles

Definitions of the burnout and the boreout syndrome

The burnout syndrome: symptoms, causes and consequences

The boreout syndrome: symptoms, causes and consequences

# Manage Stress. Be Happy and Effective at Work.

- Understand the basic elements of stress
- Assess the risks of letting stress get out of control
- Manage stress effectively to keep yourself healthy and productive

What is a **stressor**?

- An event that causes stress.
- A response to danger.



# Types of stressors

Go to Google Jamboard

# Manage common pressures

## Time stress

### What is time stress?

Time stress is the situation where you worry about not doing things at the right time, or running out of time to complete all your tasks.

### How does it make you feel?

Unhappy, trapped , even hopeless

### Examples

- Key deadlines
- Avoid being late
- Unmanageable list of jobs



# Manage common pressures

## Time stress

### Manage Time Stress

- Learn good management skills
- Use to do lists
- Create action programmes
- Devote time to your top priorities
- Balance urgent and important tasks
- Separate tasks to focus on
- Use peak working time for most important tasks
- Say no to tasks you can't do

# Manage common pressures

## Anticipatory stress

### What is anticipatory stress?

Anticipatory stress describes stress that you experience concerning the future.

### How does it make you feel?

Dread about the future,  
worried that "something will go wrong."

### Examples

- A specific event
- An upcoming presentation



# Manage common pressures

## Anticipatory stress

### Manage Anticipatory Stress

- Recognize that the event you are dreading doesn't have to play as you imagine
- Imagine the situation going right
- Handle the fear of failure
- Make contingency plans and analyze all the possible outcomes

# Manage common pressures

## Situational stress

### What is situational stress?

Situational stress is the stress that you experience when you're in a difficult situation that you have no control over.

### How does it make you feel?

Sense of loss of acceptance

### Examples

- Emergencies
- Conflicts
- Make a mistake in front of others





# Manage common pressures

## Situational stress

### Manage Situational Stress

- Be more self-aware
- Notice your natural responses
- Practice on conflict resolution skills
- Understand your responses to manage them appropriately
- Manage your emotions

# Manage common pressures Encounter stress

What is encounter stress?

Encounter stress is the stress that you experience when you worry about interacting with a certain person or group of people.

How does it make you feel?

Worried

Examples

- Interactions with customers or clients
- Interacting with too many people



# Manage common pressures Encounter stress

Manage  
Encounter  
Stress

- Work on your people skills
- Develop greater emotional intelligence
- View situations from other people's perspectives
- Take a break when you reach your limits of interaction

# Manage common pressures

Don't underestimate stress.  
Take the advice of suitably qualified health professionals, if needed.

# Everyday hassles

Explore alternative reactions to  
everyday hassles



# Burnout and Boreout

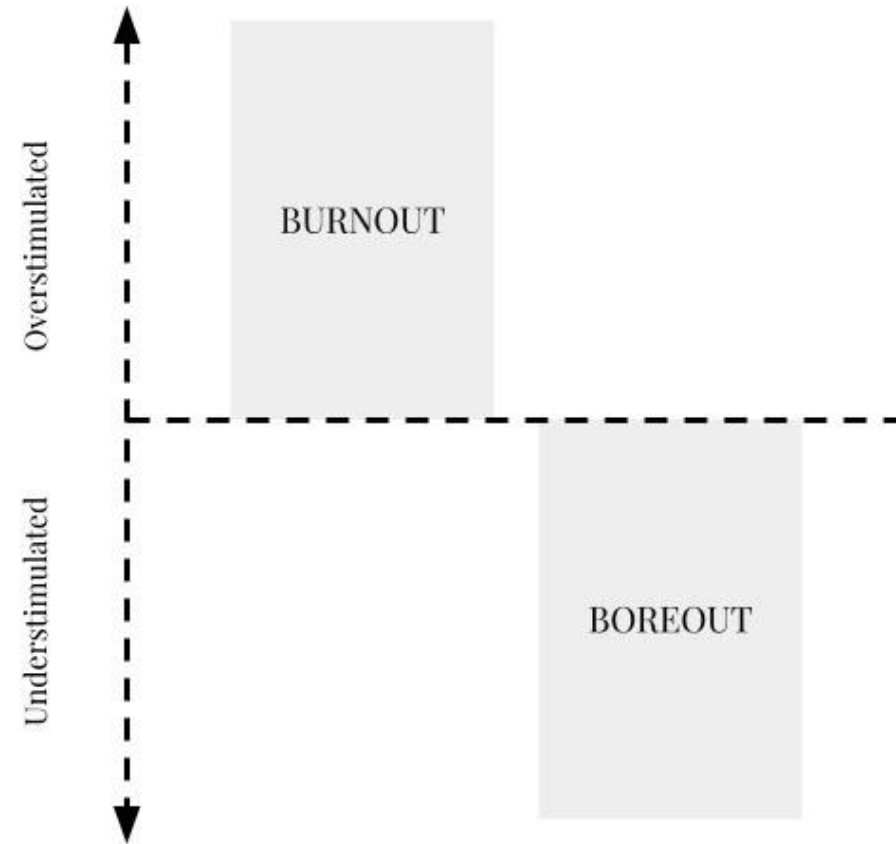
# Burnout vs. Boreout

## Burnout syndrome

A special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity.

## Boreout syndrome

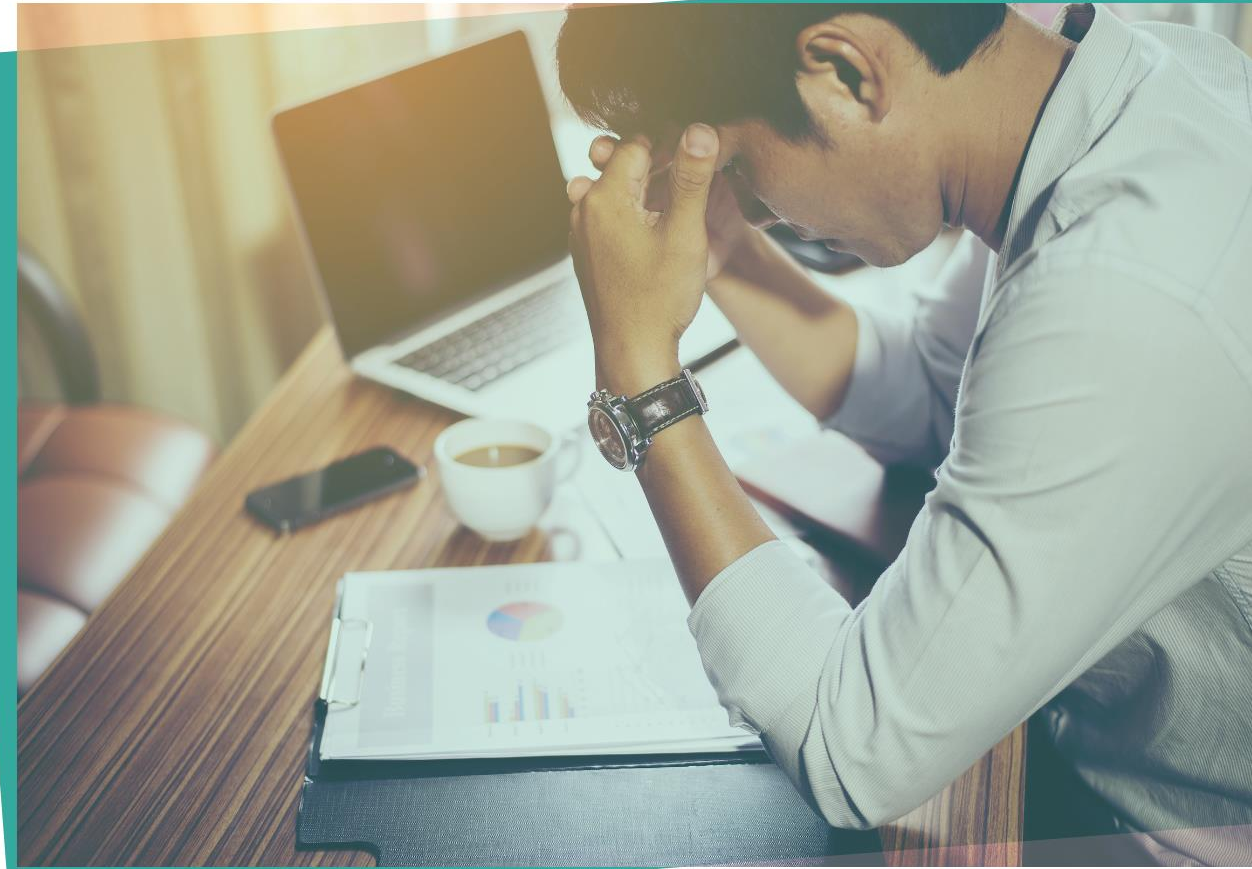
A case of profound and continuous work demotivation experienced in the form of boredom.



# The burnout syndrome

## *Job burnout symptoms*

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
- Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?





# The burnout syndrome

## *Job burnout causes*

- Lack of control.
- Unclear job expectations.
- Dysfunctional workplace dynamics.
- Extremes of activity.
- Lack of social support.
- Work-life imbalance.



# The burnout syndrome

## *Job burnout risk factors*

- You have a heavy workload and work long hours.
- You struggle with work-life balance.
- You work in a helping profession, such as health care.
- You feel you have little or no control over your work.



# The burnout syndrome

## *Consequences of job burnout*

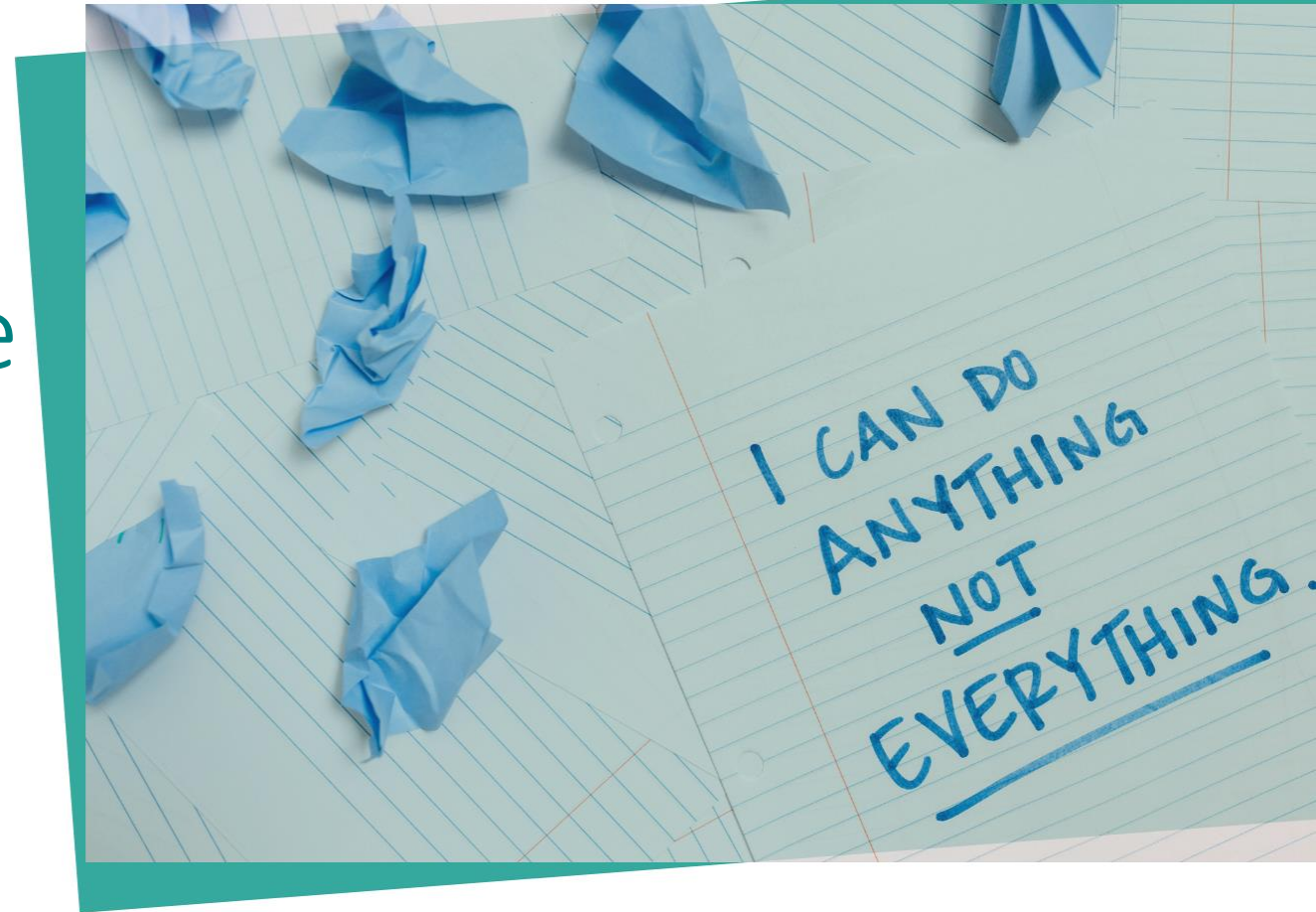
- Excessive stress
- Fatigue
- Insomnia
- Sadness, anger or irritability
- Alcohol or substance misuse
- Heart disease
- High blood pressure
- Type 2 diabetes
- Vulnerability to illnesses



# The burnout syndrome

## *Handling job burnout*

- Evaluate your options.
- Seek support.
- Try a relaxing activity.
- Get some exercise.
- Get some sleep.
- Mindfulness.





# The boreout syndrome

## *Job boreout symptoms*

- Decreased attention
- Demotivation
- Apathy
- Lack of energy
- Relaxed and sluggish posture
- Lack of focus



# The boreout syndrome

## *Job boreout causes*

- On-site working culture
- Weak workplace organization
- Poor performance supervision
- Poorly organized tasks
- Poor HR policies



# The boreout syndrome

## *Job boreout consequences*

- It breaks commitment to the company
- The work environment worsens
- Boredom
- Underestimation
- Disinterest



# The boreout syndrome

## *Tackling job boreout*

- The company needs to prevent it.
- The company and the employee need to identify it.
- Talk to someone.
- Take a break and set boundaries.
- Try something new.
- Take stock of your life.
- Start a side hustle.



# The starfish

Fill in the starfish!

# Workplace Harassments

Workplace harassments

Types of harassments in the workplace

Tips for dealing with workplace harassment

# Workplace harassments

## What is a harassment?

Subjecting someone to **systematic small attacks** (subtle, hardly noticeable).

## What is bullying?

Immediately noticeable harassment carried out usually (but not always) by a person in a position of responsibility towards a subordinate.



# Types of workplace harassments



## Discriminatory Harassment - Racial Harassment

- Racial slurs
- Racial insults
- Racial jokes
- Degrading comments
- Disgust
- Intolerance of differences

## Discriminatory Harassment - Gender Harassment

# Types of workplace harassments

- A male nurse faces harassment for having what is perceived as a woman's job
- A female banker hits the glass ceiling and taunted for not being "leader material"
- A male colleague displays material (comics, posters) that's degrading to women

# Types of workplace harassments

## Discriminatory Harassment - Religious Harassment

- Intolerance toward religious holidays
- Intolerance toward religious traditions
- Intolerance toward religious customs
- Cruel religious jokes
- Degrading stereotypical comments
- Pressures to convert religions

# Types of workplace harassments

## Discriminatory Harassment - Disability-Based Harassment

- Suffer from a disability themselves
- Are acquainted with a disabled person or people
- Use disability services (sick leave or workers' comp)

# Types of workplace harassments

## Discriminatory Harassment - Sexual Orientation-Based Harassment

- A homosexual man may face harassment on a construction site
- A heterosexual man may be teased for working in a salon.



# Types of workplace harassments



## Discriminatory Harassment - Age-Based Harassment

- Teased and insulted
- Left out of activities or meetings
- Unfairly criticized

# Types of workplace harassments



## Personal Harassment

- Inappropriate comments
- Offensive jokes
- Personal humiliation
- Critical remarks
- Ostracizing behaviors
- Intimidation tactics

# Types of workplace harassments

## Physical Harassment

- Direct threats of intent to inflict harm
- Physical attacks (hitting, shoving, kicking)
- Threatening behavior (shaking fists angrily)
- Destroying property to intimidate

# Types of workplace harassments



## Power Harassment

- Excessive demands that are impossible to meet
- Demeaning demands far below the employee's capability
- Intrusion into the employee's personal life

# Types of workplace harassments

## Psychological Harassment

- Isolating or denying the victim's presence
- Belittling or trivializing the victim's thoughts
- Discrediting or spreading rumors about the victim
- Opposing or challenging everything the victim says

# Types of workplace harassments

## Cyberbullying

- Share humiliating things about the victim by mass email or mass chat
- Spread lies or gossip about the victim on social media
- Send harassing instant messages or text messages directly to the victim

# Types of workplace harassments



## Retaliation

1. Employee A files a complaint about Employee B.
2. Employee B finds out about the complaint and who made it.
3. Employee B harasses Employee A to get revenge and deter them from filing further complaints.

# Types of workplace harassments



## Sexual Harassment

- Sharing sexual photos (pornography)
- Posting sexual posters
- Sexual comments, jokes, questions
- Inappropriate sexual touching
- Inappropriate sexual gestures
- Invading personal space in a sexual way



# Types of workplace harassments

## Quid Pro Quo Sexual Harassment

- Receive a job offer
- Receive a promotion
- Receive a raise
- Receive opportunities
- Avoid a demotion
- Avoid termination

# Types of workplace harassments



## Third Party Harassment

- Vendor
- Supplier
- Customer
- Client

# Types of workplace harassments

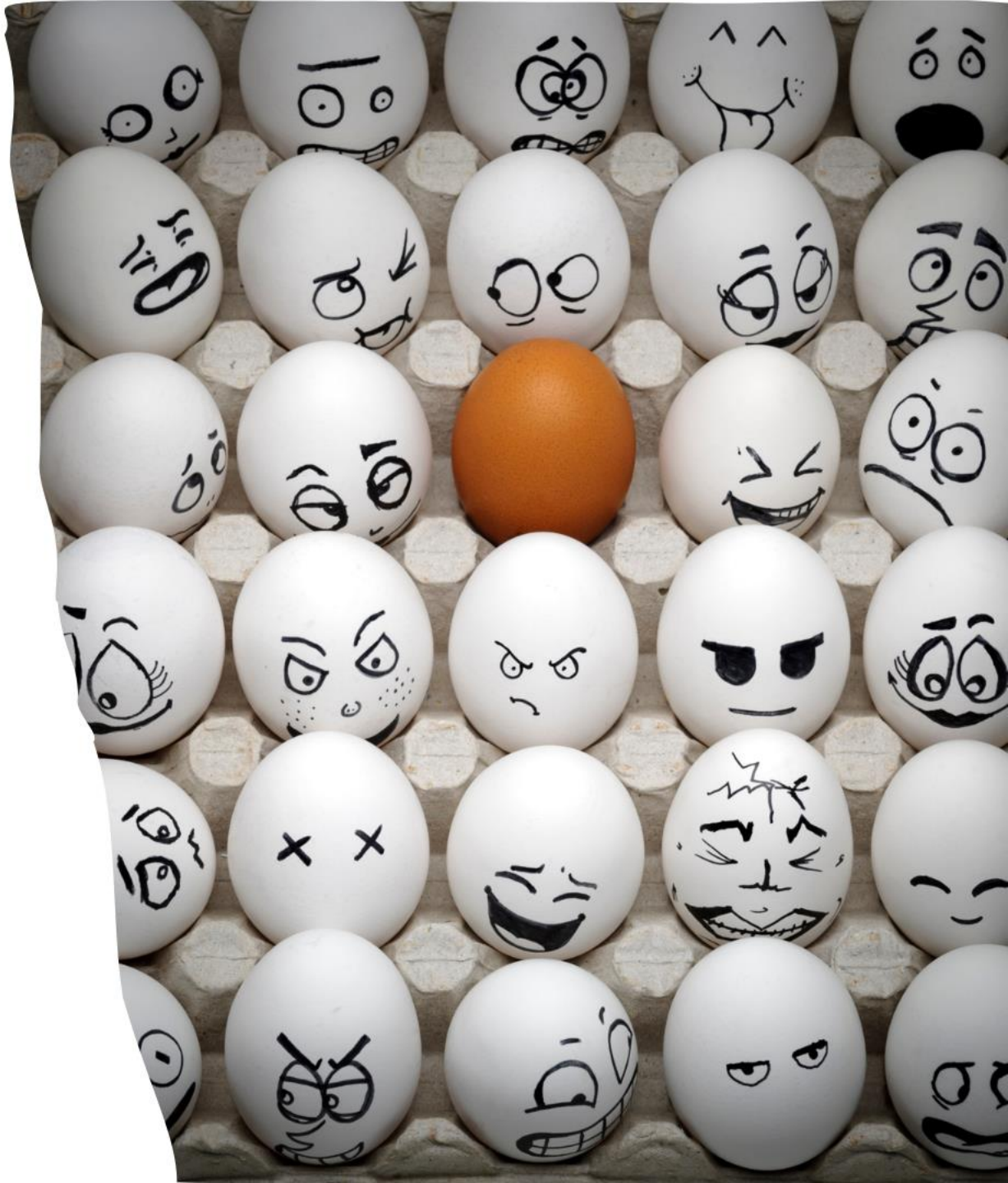


## Verbal Harassment

- Threatening
- Yelling
- Insulting
- Cursing

# Who is commonly harassed?

- In a male-dominated group, the only woman may be a victim of moral harassment.
- In a group made up of young people, the older or oldest person in the group may be subjected to moral harassment.
- In a group with a very strong performance, the least capable person.
- In a low-performing group, the person who works hard or is overzealous.
- People of another ethnicity or religion.
- People with illnesses & mental illnesses and disabilities.
- Homosexual people and people with particular sexuality.
- Staff & trade union representatives.



# How is harassment expressed?

- Isolating the person from the group.
- Huge demands from work.
- Deterioration of working conditions.
- Removal of responsibilities & duties to the point where the person has no job.
- The 'victim' is pushed into making mistakes.
- Attacking over more personal issues.



# What isn't harassment usually?

- If our supervisor reprimands us fairly for our poor performance in a decent way and we feel humiliated
- If we have an excessive workload and feel stressed
- If there is a verbal incident or dispute with colleagues that has no precedent or continuity





*“The Ninny”* by Anton Chekhov

Discussion



*“I have been a victim of workplace bullying. In fact, because my whole team was victims of this person, I decided to collect evidence and present it to the management. The management completely ignored it and I had no choice but to resign”.*



## Tips for dealing with workplace harassment

- Report any instance of harassment immediately.
- Write down exactly what happened.
- Band together with co-workers.
- Keep copies of any records of your work performance.





## Tips for dealing with workplace harassment

- Get witnesses who would be willing to support your case.
- Map out the important people and situations to investigate in the initial complaint.
- Don't be thrown.
- Ask for support from your friends and family.



## Discussion

What are you considering to change in the way you work?



# Revision Questions



What defines a resilient and “mentally healthy” workplace?



How would you cope with everyday difficulties in your workplace?



# Evaluation

**TOWARDS A HOLISTIC TRANSFORMATION OF  
ORGANISATIONS INTO LEARNING WORKPLACES**

# Thank you!



Co-funded by the  
Erasmus+ Programme  
of the European Union

*Project Agreement Number: 612910-EPP-1-2019-1-CY-EPPKA3-PI-FORWARD*

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.