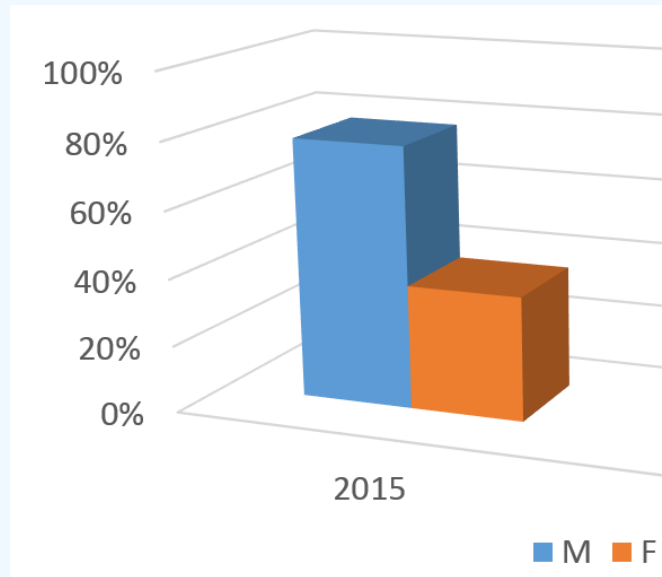


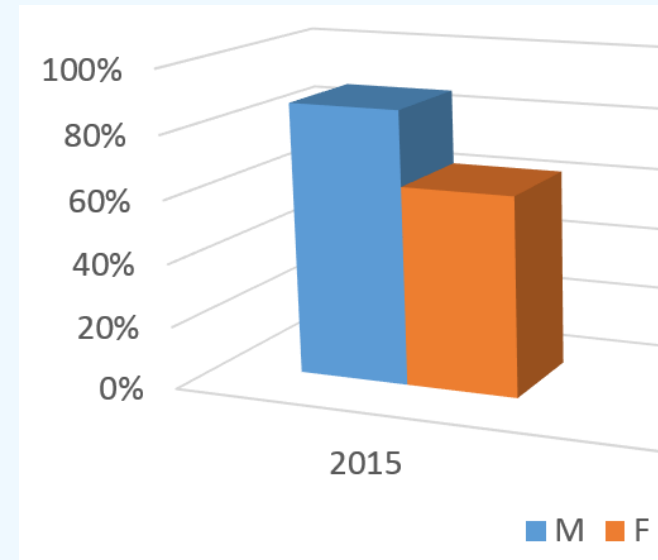
Developing departmental engagement in harassment and bullying

Prof J Emyr Macdonald
School of Physics and Astronomy
Cardiff University

Staff Survey 2015



I would feel able to report bullying/harassment without worrying it would have a negative impact on me



I have been subject to personal bullying or harassment in the past year whilst working at the University (plot % responding 'No')

Staff Survey 2015

- 92% of staff in School participated
- Significant difference (>20%) between responses from female and male staff
 - Clarity of Leadership/Role and Job Satisfaction (including feeling appreciated)
 - Perceived fairness of treatment (feeling free to report bullying)
- Small group set up (3 from School, 2 from HR).
Talked with individuals around the School
- Perceived gap between informal treatment and grievance complaint
- Focus groups conducted in School.
- School Open Day - gathered views from all staff on “What helps” and “What hinders working together” in the School’s working environment?

All employees are entitled to:

- *a workplace free from bullying, intimidation, harassment or victimisation*
- *be treated with dignity, respect and courtesy*
- *experience no form of unlawful discrimination*

Should you experience difficulties at work relating to these, you can

- *Raise a grievance complaint*

<https://intranet.cardiff.ac.uk/staff/your-employment/workplace-conduct-and-issues/resolving-workplace-issues/grievance-procedures>

- *Try to resolve informally (leaving open a possible grievance complaint)*

See one of six PHYSX Dignity at Work contacts
or email PHYSXdignity@cardiff.ac.uk

Current PHYSX Dignity at Work and Study contacts



Annabel Cartwright



Loretta Dunne



Emyr Macdonald



Glesni Lloyd



Andreas Papageorgiou



Ian Walker

PHYSXdignity@cardiff.ac.uk

Role of Dignity at Work and Study contacts:

- Provide advice and information to individuals or groups on the courses of action available
- Provide a friendly, supportive environment to individuals who are distressed by concerns about harassment and bullying
- Identify allegations which may be beyond remit of the role and refer these cases as appropriate

Appropriate workplace behaviour

- Treat others with dignity and respect
- Promote an inclusive culture free from harassment, bullying or victimisation
- Have empathy and listen to others
- Involve others in decision making, where appropriate
- Take seriously requests to cease or amend behaviour and respond courteously to them
- Deliver outcomes on time, not keeping colleagues waiting
- Keep from making unprofessional comments about colleagues
- Work inclusively, avoiding 'in-jokes' that exclude new or less sociable colleagues

The School of Physics and Astronomy is committed to providing a respectful and courteous working environment at all times.

Please don't be a passive by-stander. If you see a colleague being treated unfairly or would like advice or support please contact one of our School Dignity at Work contacts: Emyr Macdonald, Annabel Cartwright, Glesni Lloyd, Ian Walker or email physxdignity@cardiff.ac.uk

Dignity at work

The University aims to establish an inclusive culture free from discrimination and based upon the values of dignity, courtesy and respect. The University recognises the right of every person to be treated in accordance with these values.

Although it can be difficult to approach a person who is causing you upset or offence, you should usually attempt to resolve the matter informally in the first instance. It may be that the person does not know what affect his or her behaviour is having on you.

If you feel unable to do this, the support outlined below is available to you.



Talk to your Line Manager, your Mentor or a Trade Union Representative (Unison, Unite or UCU)



Contact one of our Dignity at Work contacts:
Emyr Macdonald, Annabel Cartwright, Loretta Dunne, Glesni Lloyd, Andreas Papageorgiou, Ian Walker or email physxdignity@cardiff.ac.uk



Access the University Employee Network Groups
e.g. Disabled Staff Network, Working Carers Network



Access the Employee Assistance Programme.
Telephone Counselling is available 24 hours a day, 7 days a week on 0800 282 193
Or visit the EAP website: www.livewell.optum.com
Username: cardiffuni



Book an appointment with a member of the College HR Team. Either speak to a member of staff directly or email: ps-hrteam@cardiff.ac.uk



For more information about Dignity at Work and Study please refer to the intranet: intranet.cardiff.ac.uk/staff/your-employment/workplace-conduct-and-issues or contact the College HR Team for further advice

Some issues

- Need people who are approachable and would respond maturely and carefully.
- Should they be from within the School or outside?
- First response: ‘How do you think this should be handled?’
- Discuss options. Informal approach does not preclude formal grievance.
- Encourage talking with the individual concerned – and offer to accompany.
- Won’t ‘investigate’ and will not come up with ‘findings’
 - Receive concerns in good faith
 - Respect (but not guarantee) confidentiality
 - Support complainants to raise concerns and seek informal resolutions
 - Identify allegations which may be beyond remit and refer these cases as appropriate
- Training. UCAS day courses are useful. Developing internal training.

Identify Options



Talk to your Line Manager,
your Mentor or a Trade Union
Representative (Unison,
Unite or UCU)



Contact one of our
Dignity at Work contacts:
Emyr Macdonald, Annabel Cartwright,
Loretta Dunne, Glesni Lloyd, Andreas
Papageorgiou, Ian Walker or email
physxdignity@cardiff.ac.uk



Access the University Employee
Network Groups
e.g. Disabled Staff Network,
Working Carers Network



Access the Employee
Assistance Programme.
Telephone Counselling is available
24 hours a day, 7 days a week on
0800 282 193
Or visit the EAP website:
www.livewell.optum.com
Username: cardiffuni



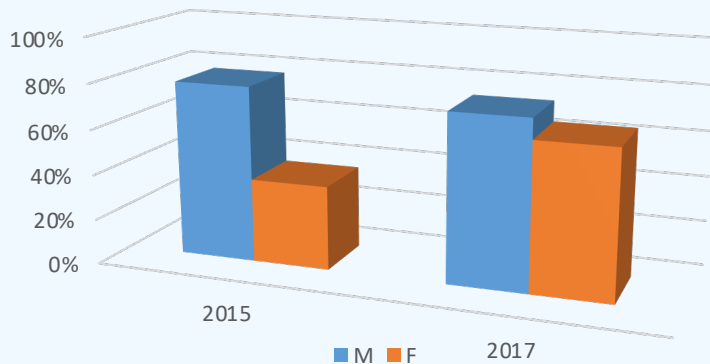
Book an appointment with a
member of the College HR Team.
Either speak to a member of staff
directly or email:
pse-hrteam@cardiff.ac.uk



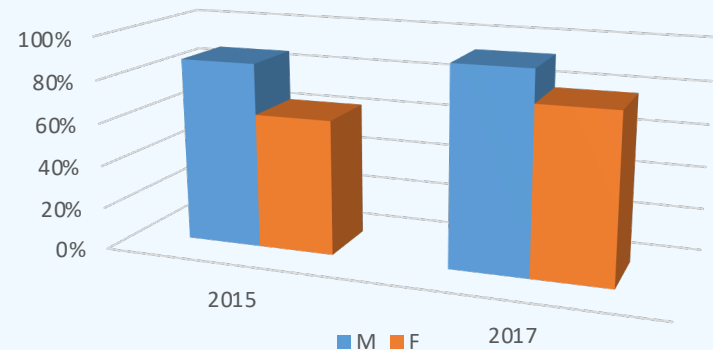
For more information about
Dignity at Work and Study please
refer to the intranet:
intranet.cardiff.ac.uk/staff/your-employment/workplace-conduct-and-issues or contact the College
HR Team for further advice

Staff Survey: 2015, 2017

I would feel able to report bullying/harassment without worrying it would have a negative impact on me



I have been subject to personal bullying or harassment in the past year whilst working at the University. (% positive = No)



Factors that help or hinder working together include:



- Treat others with dignity and respect
- Promote an inclusive culture in which colleagues or peers are not subjected to harassment, bullying or victimisation
- Involve others in decision making, where appropriate
- Deliver outcomes on time, not keeping colleagues waiting
- Take seriously requests to cease or amend behaviour and respond courteously to them
- Joined-up approach to working across boundaries
- Allowing everyone to speak
- Empathy and listening to others
- Speaking up when a colleague is treated unfairly or without dignity



- Take the credit for others actions
- Personal agenda ahead of those we're working with
- Personalising issues
- Reacting defensively to feedback
- Breaching confidentiality
- Avoiding responsibilities
- Unprofessional comments about staff to others – and to students in particular
- Talking about important issues at cross-purposes i.e. not being aware that you're disagreeing about different things
- 'In-jokes' between buddies that exclude new or less sociable colleagues
- Keeping quiet in public, then criticising behind the scene