



let me be ME!
countering workplace bullying for
people with intellectual disabilities

Module 1: Bullying Awareness Training

Trainee Workbook

Trainee Signature:

Date:

In the first section you will learn

- what workplace bullying is
- what cyber-bullying is
- the signs shown by a possible bullying victim and by a bully.

This module is an introduction to the rest of the course modules in which you are going to learn how to protect yourself from bullying (module 2) or from becoming a bully (module 3) and learn what to do when being bullied (module 4).

In your trainee workbook you will find the worksheets of the training course. You will get to say what you thought of each module and keep a summary of them. The summaries may help you to remember the course when you look back at them.




Trainee Signature:

Date:

Worksheet 1 Evaluation: Workplace bullying



Tick what activities you took part in today:

<input type="radio"/>  video	<input type="radio"/>  case studies	<input type="radio"/>  active game
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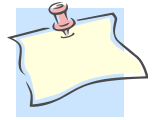
Please answer the following questions:

	Evaluation
Did you like this module in general?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Do you now know what workplace bullying is?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the activities you did?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you find this module's topic interesting?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Is there anything else you would like to have learned in this module? If yes, please mention, _____ what: _____ _____	

What did you learn today? Please write or draw what you learned about workplace bullying.

Trainee Signature:

Date:



Worksheet 2 Summary: Workplace bullying

Characteristics of workplace bullying¹

Workplace bullying is when someone's behaviour makes you feel bad about yourself. The behaviour is on purpose and happens a few times; it's unfair and not your fault in any way.

Types: verbal, physical, gesture, social, extortion, cyber-bullying

Participants: bully(s) (colleague, manager, superior, job coach ...), bullied person, witnesses, bystanders

Places where bullying can happen: on the way to and from work, at the workplace, during breaks, via Internet or mobile phone

Effects: impact on well-being, health and work performance

Examples of workplace bullying actions

Picking on someone all the time

Shouting at staff

Insults and use of nasty nicknames

Someone making fun of you or making you look silly

Constant criticism

Blaming staff for mistakes they haven't made

Spreading rumours about someone else

Encouraging other staff to ignore another staff member's orders

Ignoring/ excluding an individual's opinions at meetings

Refusing reasonable requests for leave

Blocking a person's promotion

Exclusion

Untrue evaluation of job performance

Refusing information important to your work

Withdrawal of work

¹O'Moore, M. (2000). Summary Report on the National Survey on Bullying in the Workplace. Anti-Bullying Centre, Trinity College Dublin.

Trainee Signature:

Date:

Worksheet 3 Case studies: Identification of workplace bullying



Scenario 1:

Mrs A. works in a café. Her supervisor is always telling the employees to be on time, to wear clean and respectable clothes, including a white shirt or blouse and an ironed apron with the logo of the café. The employees keep their clothes in a common room of the café.

Several times recently, Mrs A. had to **look for her work clothes** in the morning. She found the **apron crumpled** in the bin or behind the lockers which made her late for work. Her supervisor was annoyed and told her to get up earlier to be on time.

One day she **couldn't find her blouse at all** and had to go into the café with her red T-shirt on. Her **supervisor got very angry** and told her to go home.

Please tick if the scenario describes workplace bullying: yes no

Trainee Signature:

Date:

Worksheet 4 Case studies: Identification of workplace bullying



Scenario 2:

Mrs A. has an intellectual disability. She works on a production line. Recently she has had difficulties keeping up with the pace and has made some mistakes.

As usual, every three months all supported employees have a meeting with the supervisor to check if anything should be changed.

This time in the meeting, Mrs A.'s supervisor speaks with her about the **mistakes** and the **difficulties** of recent weeks. The supervisor asks her if the **job is too difficult** for her at the moment and if she wants to **work in another area**.

Mrs A. is **angry** and thinks that the supervisor wants to fire her.

Please tick if the scenario describes workplace bullying: yes no

Trainee Signature:

Date:

Worksheet 5 Case studies: Identification of workplace bullying



Scenario 3

Mr B. works in a kitchen. It is normal for the employees to spend the breaks together in the common room. Here everybody talks about work and also about private things.

Mr B. would like to participate, but the others **ignore** him. He has tried to start conversations with his colleagues, but his colleagues **pretended he said nothing**.

He usually **sits alone** at a table during the breaks. Mr B. is **afraid** of the breaks as he **can't stand the feeling of being alone and excluded**. He likes his work, but he thinks about **quitting the job** because of the breaks.

Please tick if the scenario describes workplace bullying: yes no

Trainee Signature:

Date:

Worksheet 6 Case studies: Identification of workplace bullying



Scenario 4:

Mr B. works in sheltered employment. He has been ill and has been lying in bed for the last two weeks.

When he comes back to work, his colleagues make a **joke**: “Hey, Mr B., did you enjoy your two weeks off? Did you have a nice holiday?”

Mr B. is **upset** and wants to go home again.

Please tick if the scenario describes workplace bullying: yes no

Trainee Signature:

Date:

Worksheet 7 Case studies: Identification of workplace bullying



Scenario 5:

Mr B. is a shy young man working in a big company.

For some time he has noticed that his colleagues **avoid contact** with him. Every time he enters the room his colleagues are **whispering**. Some colleagues **giggle** and **point at him**.

Today his manager has asked him if it is true that he has **lice**.

Please tick if the scenario describes workplace bullying: yes no

Trainee Signature:

Date:

Worksheet 8 Differences between bullying and criticism, jokes or wrongdoing



Please judge, if the following actions describe bullying or not.

Action	Evaluation
Repeated name-calling	<input type="radio"/> bullying <input type="radio"/> no bullying
Criticism of appearance	<input type="radio"/> bullying <input type="radio"/> no bullying
Exclusion from events	<input type="radio"/> bullying <input type="radio"/> no bullying
Criticism of job performance	<input type="radio"/> bullying <input type="radio"/> no bullying
Stealing of things	<input type="radio"/> bullying <input type="radio"/> no bullying
Being forced to do others' work	<input type="radio"/> bullying <input type="radio"/> no bullying
Being the butt of everybody's jokes	<input type="radio"/> bullying <input type="radio"/> no bullying
Sarcastic comments	<input type="radio"/> bullying <input type="radio"/> no bullying
Calling people nicknames	<input type="radio"/> bullying <input type="radio"/> no bullying
Targeted physical attacks	<input type="radio"/> bullying <input type="radio"/> no bullying
Spreading of rumours	<input type="radio"/> bullying <input type="radio"/> no bullying
Insensitive remarks	<input type="radio"/> bullying <input type="radio"/> no bullying

Trainee Signature:

Date:

Worksheet 9 Appropriate evaluation of differences between bullying and criticism, jokes or wrongdoing

Action	Appropriate evaluation	Reason for evaluation
Repeated name-calling	bullying	If it is not a nickname, and you are insulted again and again, it is bullying. A single insult is not bullying.
Criticism of appearance	no bullying	If the criticism is justified and not said as an insult and if you are getting helpful hints on what to change, it is not bullying.
Exclusion from events	bullying	If you are continually excluded from events, it is bullying.
Criticism of job performance	no bullying	If it is about mistakes you really made, it is not bullying. If there is no reason for it and it continues, it may change to bullying.
Stealing of things	no bullying	The single stealing of something is not bullying. If it happens again and again and only to you, it is bullying.
Being forced to do others' work	bullying	You needn't do what you don't want to do as it is someone else's job, so this is bullying.
Being the butt of everybody's jokes	bullying	If it is not single event, but intended acts to hurt you, it is bullying.
Sarcastic comments	no bullying	Some people don't think about what they are saying. Some are using irony which is difficult to understand. A single statement is not bullying.
Calling people nicknames	no bullying	If you are called nicknames by a friend or a colleague you know well, it is not bullying. If it is insulting, it may change to bullying.
Targeted physical attacks	bullying	It's not only bullying, it is also an offence. You have the right of physical integrity.
Spreading of rumours	bullying	If someone is talking behind your back intending to damage your reputation, it is bullying.
Insensitive remarks	no bullying	Some people don't think about what they say. If it's a single inappropriate statement which hurts you, it's not bullying.



Trainee Signature:

Date:

Worksheet 10 Evaluation: Cyber-bullying



Tick what activities you took part in today:

<input type="radio"/>  video	<input type="radio"/>  case studies
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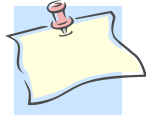
Please answer the following questions:

	Evaluation
Did you like this module in general?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Do you now know what cyber-bullying is?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the activities you did?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you find this module's topic interesting?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Is there anything else you would like to have learned in this module? If yes, please mention, what: _____ _____ _____	

What did you learn today? Please write or draw what you learned about cyber-bullying.

Trainee Signature:

Date:



Worksheet 11 Summary: Cyber-bullying

Cyber bullying includes

- **repeated hostile or aggressive messages**
- through **media**, such as a mobile phone or the internet
- **intended to hurt** someone
- or to make them **uncomfortable**².

The posting of one embarrassing picture, message or video clip is cyber-bullying: Each time it is viewed or posted somewhere else, it can be seen as a repeat of the bullying³.

Different channels of cyber-bullying⁴:

- **SMS**: sending abusive text messages
- **MMS**: taking, sending of unpleasant photos and/or videos
- **Calls**: making upsetting phone calls
- **E-mail**: Nasty or threatening emails to a victim, or about a victim to others
- **Chat rooms**: Intimidation or abuse when participating in chat rooms
- **Websites**: telling another person's secrets or personal details online, nasty or unpleasant comments on a website, uploading of humiliating photos or videos.

Cyber-bullying behaviour⁵:

- electronic messages which are meant to upset you
- lots of nasty, mean, and insulting messages
- spreading gossip or rumours to damage reputation or friendships
- pretending to be someone else
- telling of secrets or personal information
- tricking someone into revealing secrets or embarrassing information, then sharing it online
- intentionally and cruelly excluding someone from an online group
- Repeated intense harassment includes threats and creates a lot of fear.

²Tokunaga, R.S. (2010).Following you home from school: A critical review and synthesis of research on cyberbullying victimization. *Computers in Human Behaviour*, 26, 277-287.

³Slonje, R. and Smith, P. K. (2008).Cyberbullying: Another main type of bullying? *Scandinavian Journal of Psychology*,49, 147-154.

⁴Smith, P. K. et al. (2008), as cited in the Cybertraining for Parents project.

⁵ Following Willard, N. (2007), as cited in the Cybertraining for Parents project.

Trainee Signature:

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Worksheet 12 Case studies: Types of cyber-bullying

Scenario 1:

Mr B. has a colleague at work that he can't stand. The colleague doesn't like Mr B. either. They write **nasty comments about each other** on their social network page, including **insults** and **name-calling**.

One day the **tone** of the messages Mr B. is receiving **changes**. He better **watch his back** the next day at work.

Please mark the type of cyber-bullying:

name calling

by mobile phone

insulting

made fun of

damaging reputation

threatening

pretending to be someone else

by the Internet

spreading rumours

telling of secrets

Trainee Signature:

Date:



Worksheet 13 Case studies: Types of cyber-bullying

Scenario 2:

Mr B. and Mrs A. are really good friends. They went to school together and are now working together. They often spend their free time together, watching TV, surfing the Internet or visiting social networks.

Recently, their **relationship has changed**. Mr B. now has a girlfriend. Mrs A. is **jealous**.

One day, she **logs on** to Mr B.'s social network account, **pretending to be Mr B.** and sends a **hurtful message** to his girlfriend. .

Please mark the type of cyber-bullying:

name calling

by mobile phone

insulting

made fun of

damaging reputation

threatening

pretending to be someone else

by the Internet

spreading rumours

telling of secrets

Trainee Signature:

Date:

Worksheet 14 Case studies: Types of cyber-bullying



Scenario 3:

Mr B. works in the kitchen of a big butcher's shop. Every morning he has to change his clothes in the changing room.

He is overweight which is distressing him, so he tries to cover up as much as possible, always careful that he is alone while changing clothes.

One day a colleague **takes a picture** of him changing on his **mobile phone**. This **picture** is quickly **spread** around to all colleagues.

Please mark the type of cyber-bullying:

name calling

by mobile phone

insulting

made fun of

damaging reputation

threatening

pretending to be someone else

by the Internet

spreading rumours

telling of secrets

Trainee Signature:

Date:



Worksheet 15 Case studies: Types of cyber-bullying

Scenario 4:

Mrs A. works in a big company. She has an intellectual disability and is part of the workforce, accepted by all her colleagues.

One day a colleague informs her that an **anonymous** person is **sending emails about her**. These emails include sentences written by her, including spelling mistakes. In the emails, they **make fun of her** ability to write and her intelligence.

Please mark the type of cyber-bullying:

name calling

by mobile phone

insulting

made fun of

damaging reputation

threatening

pretending to be someone else

by the Internet

spreading rumours

telling of secrets



Trainee Signature:

Date:

Worksheet 15 Evaluation: Signs of bullying



Tick what activities you took part in today:

<input type="radio"/>  discussion	<input type="radio"/>  active game
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Please answer the following questions:

	Evaluation
Did you like this module in general?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Do you now know signs of bullying?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the activities you did?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you find this module's topic interesting?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Is there anything else you would like to have learned in this module? If yes, please mention, what: _____ _____	

What did you learn today? Please write or draw what you learned about signs of bullying.

Trainee Signature:

Date:

Summary: Signs of bullying⁶



Signs that someone may be being bullied

- **Health problems** (headaches, stomach aches, sleep problems ...)
- **Not going to work**
- **Changes in behaviour and emotions** (loss of confidence, change of mood, nervousness, anxious, aggressive, personality changes)
- **lack of interest in or loss of friendships**
- **Change in mood after use of social media** (as a sign of cyber-bullying)

People who are witnesses to bullying can share some of the same signs as a victim. Witnesses may feel helpless. They are afraid that they too will be bullied.

Signs of being a bully

Identifying a person who is bullying others is more difficult. One sign may be the person's position in a group:

- main member of a group,
- like to control others
- disrespectful or cheeky manner,
- trying to break up the group and ganging up on others.

Keep in mind that bullying victims may become a bully, too.

⁶Following the Cybertraining for Parents project <http://cybertraining4parents.org/>

Trainee Signature:

Date:



Worksheet 18 Judgement of bullying behaviour

Please judge if the following behaviour is the behaviour of a bullied person or of a person who bullies.

Behaviour	Evaluation
Often misses work.	<input type="radio"/> bully <input type="radio"/> bullied person
Trying to control others.	<input type="radio"/> bully <input type="radio"/> bullied person
Trying to put others down.	<input type="radio"/> bully <input type="radio"/> bullied person
Often sad and down.	<input type="radio"/> bully <input type="radio"/> bullied person
Getting nervous if a certain person enters the room.	<input type="radio"/> bully <input type="radio"/> bullied person
Often showing aggressive behaviour.	<input type="radio"/> bully <input type="radio"/> bullied person
Headaches or stomach aches.	<input type="radio"/> bully <input type="radio"/> bullied person
Suddenly losing their self-confidence and getting shy.	<input type="radio"/> bully <input type="radio"/> bullied person
Having difficulties controlling their anger.	<input type="radio"/> bully <input type="radio"/> bullied person
Saying that he/ she wants to quit the job without saying why.	<input type="radio"/> bully <input type="radio"/> bullied person

Trainee Signature:

Date:

Worksheet 19

Appropriate evaluation of bullying behaviour

Action	Appropriate evaluation	Reason for evaluation
Often misses work.	Bullied person	To avoid a further run in with the bully, bullied people may stay at home.
Trying to control others	Bully	People who bully like to have power over others so they can control their behaviour
Trying to put others down.	Bully	With this, the bully shows his power too.
Often sad and down.	Bullied person	Bullied people feel sad because the bully destroys their self-confidence and also may destroy friendships.
Getting nervous if a certain person enters the room.	Bullied person	This may be a sign that the person entering the room is threatening.
Often showing aggressive behaviour.	Bully	People bullying others often show an aggressive manner.
Headaches or stomach aches.	Bullied person	Often bullied people suffer from headaches or stomach aches. This can be caused by stress but also by fear.
Suddenly losing their self-confidence and getting shy.	Bullied person	A sudden change in a person is a sign that something threatening has happened.
Having difficulty controlling their anger.	Bully	Bullies often have difficulties controlling their feelings.
Saying that he/ she wants to quit the job without saying why.	Bullied person	It is a sign that something threatening has happened. The bullied person is feeling uncomfortable and wants to avoid further contact with the bully by quitting the job.

Trainee Signature:

Date:

Worksheet 20 Evaluation questionnaire for Module 1 “bullying awareness training”⁷

Please answer the questions by making a cross at the symbol you find appropriate.

Questions	Evaluation
Did you like being part of this group?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the working in small groups?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the discussion the whole group took part in?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the videos?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the games and other activities?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you enjoy the worksheets?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Do you feel informed about workplace and cyber-bullying?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you learn something new in this module?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you find the module's topics interesting?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you like the training course in general?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Did you understand the trainer's explanations?	<input type="radio"/> yes <input type="radio"/> no <input type="radio"/> don't know
Is there anything else you would like to have learned about in this training module? If yes, please mention what:	

⁷ Following Hamburger Arbeitsassistentz (2009). kukuk plus.

Trainee Signature:

Date:

Worksheet 21 Assessment criteria for Module 1 – Bullying Awareness Training

ASSESSMENT CRITERIA	Trainer signature & date
1.1 Learning about workplace bullying	
a) Trainee knows characteristics of workplace bullying. b) Trainee can mention examples of workplace bullying. c) Trainee can identify bullying cases.	
1.2 Learning about cyber-bullying	
a) Trainee knows characteristics of cyber-bullying. b) Trainee can mention different types of cyber-bullying.	
1.3 Get to know signs of bullying	
a) Trainee can mention signs of bullying. b) Trainee can distinguish between the behaviour of a bullied person and a bully.	
1.4 Evaluation	
a) Trainee completed and evaluated the overall module with help of at least one activity in each sub-module.	

Trainee Signature:

Date:

Worksheet 22 Tutor assessment record: individual learner

Course:	Course code:	Learner name:
Let me be ME: Module 1 Bullying Awareness Training		Tutor/ Assessor:
Level:	Credit value:	Internal Moderator:

Assessment decisions:

Achievement of unit is confirmed: Yes/ No

Signature of Tutor:

Date

This form is used to confirm that assessment has taken place and that the learner has achieved the unit.