



## CANADIAN INSTITUTE FOR **WORKPLACE BULLYING RESOURCES**

### **Risks and Opportunities for Social Workers: Psychological Harassment (Bullying)**

The Profession of Social Work is one of the most diverse professions. This is exactly what is needed to address bullying at all ages, a team with a variety of skills, perspectives, experiences, and tools. From assessments, investigations, consultations, training, research, activism, building awareness, to coaching and counselling, **you are needed**. As social workers you may be working with clients, helping friends or family members navigate workplace systems, or you may be experiencing workplace bullying yourself, and/or witnessing this occurring for others. You will need this knowledge personally (risks) and/or professionally (opportunities). Learn from the only two social workers in Canada with this level of expertise. Pat and Linda have worked with hundreds of organizations and thousands of individuals. They offer many webinars for you to learn from and they remain a strong resource for all social workers.

When negative interpersonal interactions such as harassment and bullying occur in the workplace, some will become distressed and others will develop significant psychological injury that results in changes in behavior, workplace relationships, and culture. Injuries that develop can range from mild to traumatic requiring a trauma informed approach to restoration. Revitalizing a workplace after investigated and supported/unsupported incidents of workplace harassment and bullying requires a phased team approach, in our experience. We recommend a phased approach to healing and repair for individuals, teams, and institutions.

The Canadian Institute of Workplace Bullying and Harassment Resources (CIWPB) offers all organizations, professions, and industries a specialized service to address negative, conflictual, and destructive employee behaviors and actions that give rise to psychological distress and harm to others. CIWPB specializes in programs for employers, leaders, and individual employees through their **Respectful Workplace Clinic** and our **Workplace Management System**. Their work is trauma informed and their training provides participants with a holistic view on **Prevention and Intervention** techniques as key in **repairing** and **revitalizing a psychologically healthy workplace culture**.

Founders Linda Crockett and Pat Ferris are social workers who have been dedicated to this area of specialty for over a combined period of 35 years. They are now known as international experts in this area speaking at conferences in Canada, USA, and Europe. Linda and Pat have successfully helped create positive changes for all working Albertans through their research, advocacy, awareness building, activism, education, train the trainer, mentoring, mediating, facilitating discussions, investigating, coaching, through to short/long term counselling and trauma therapy. Your fellow social workers have relentlessly advocated for psychological safety in the workplace.

This training begins with an overview of definitions (what is and what is not psychological harassment), prevalence, tactics, characteristics (common themes), causes and risk factors. Facilitators also review a variety of restorative, repair, and recovery options. Training also focuses on **what to do** when a client, family member, social worker, or colleague, experiences workplace harassment. Case examples, exercises, Q/A, and interesting discussions will be included along with a booklet of handouts.

***Pat Ferris and Linda Crockett will be an ongoing resource for all social workers.***