



THE CANADIAN INSTITUTE OF WORKPLACE
BULLYING RESOURCES

Prevention | Intervention | Repair

OVERVIEW OF OUR SERVICES

PSYCHOLOGICAL SAFETY IN
THE WORKPLACE AND THE
PREVENTION OF HARM.



Prepared by:
Linda Crockett Founder of
The Canadian Institute of
Workplace Bullying Resource
Centre Inc.

Date: June 2024





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THE CANADIAN INSTITUTE OF WORKPLACE BULLYING RESOURCES

The Canadian Institute of Workplace Bullying Resources (CIWBR) is a distinguished organization with a 13-year track record of excellence. CIWBR specializes in providing a comprehensive array of services tailored to address issues related to negative interpersonal interactions, harassment, bullying, and discrimination. With a commitment to both prevention and intervention, CIWBR offers support for the healing, repair, and restoration process. CIWBR operates through two distinct departments: **The Corporate Resources and Support** department and **The Respectful Workplace Clinic**. These departments work collaboratively to provide organizations, individuals, and groups with the necessary tools and guidance to navigate and resolve complex workplace challenges. CIWBR's hallmark is its dedication to customization, ensuring that its services are specifically tailored to meet the unique needs and concerns of each client, whether it be an organization seeking to foster a more respectful workplace culture or individuals and groups seeking support and guidance in addressing workplace-related issues.

MISSION

"Our mission is to provide services to all our individual and corporate clients, using evidence-based practices and approaches with openness and transparency. Through our work, our mission is to enhance the quality of all employees' work life. We wish to protect each person's dignity and integrity by providing a variety of safe, confidential, non-judgmental resources for all organizations and individuals. Our goal is to educate on prevention, provide early interventions, or qualified crisis interventions, along with repair and/or recovery options for all workplaces, institutions, or communities. Our mission is to promote psychological safety in the workplace by offering trauma-informed consultations, training, coaching, counseling, and/or other customized services that lead to psychological health and safety for all."

This mission statement reflects our unwavering commitment to fostering respectful and inclusive workplaces, institutions, and communities through evidence-based practices and a dedication to the well-being and dignity of every individual.

Mandate

Our mandate is to provide prevention, early and crisis interventions, as well as restorative and repair services, to promote psychological safety in all workplaces, institutions, and communities.





ABOUT US

Linda Crockett is the esteemed founder of CIWBR, boasting a remarkable 37-year career as a professional social worker, with 14 years dedicated to specialized training, coaching, and trauma therapy across various professions, industries, trades, and institutions. As an internationally renowned speaker on this critical subject, Linda has championed psychological safety in workplaces, sharing her wealth of knowledge worldwide. CIWBR offers a comprehensive platform catering to leaders, HR, OHS, unions, lawyers, and investigators. Beyond organizations, Linda extends her support to individuals and groups seeking confidential spaces to review their cases and develop personalized strategies. Backed by a team of highly skilled and committed professionals, Linda's vision is a driving force behind CIWBR's mission to promote respectful, psychologically safe workplaces and communities across Canada.



Examples of the professions, trades, industries, and communities we have trained:

Oil and Gas, Trades	First Nations, Metis, Inuit Workplaces and Communities
Unions, Safety Officers	Doctors, Nurses, Dentistry, and Paramedics
Investigators	Police, RMCP, Fireman
Mediators	Marketing Companies
Teachers	Academic Bullying
Legal Teams	People with Disabilities
OHS Students	Domestic Violence Survivors Entering the Workplace
Psychologists	Prevention of Elderly Bullying
Psychotherapists	Prevention for Teens Entering Workplace
Social Workers	Municipalities
Non-Profits/Charities	Engineers
Addictions Services	Vocational Rehabilitations Services

We have also provided our individual services to all professions including leaders and staff.

Locations Supported: Manitoba, Saskatchewan, BC, Ontario, Alberta, UK, USA, Inuvik, Nova Scotia, NB, Quebec, New Zealand.



STATISTICS

Respect at Work April 2022 Research Report Harassment and Violence in Canadian Workplaces:



71.4% of survey respondents experienced at least one form of harassment and violence or sexual harassment and violence, in the two years prior to completing the survey



65% of survey respondents experienced at least one behaviour or practice of harassment and violence at work in the past two years.



43.9% of survey respondents experienced at least one behaviour or practice of sexual harassment and violence in the past two years while at work.

Harassment and violence remain pervasive and destructive problems in contemporary Canadian workplaces. The consequences for workers, workplaces, and governments are profound and costly, ranging from severe physical and mental health consequences, lost earnings, and destroyed career paths, to profound economic losses for workplaces. Even with decades of research and advocacy, including union advocacy, changes in federal and provincial legislation, and social movements such as #MeToo and #TimesUp, harassment and violence remains widespread in Canadian workplaces.

Reference: <https://www.learningtoendabuse.ca/research/index.html>



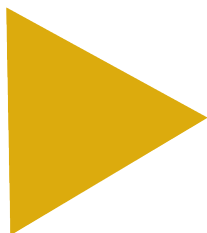
OUR APPROACH

Our approach at CIWBR is built on the foundation of open and honest dialogue, recognizing the significance of addressing the core issues faced by both individuals and organizations seeking our services. Central to our methodology is a holistic perspective, which considers the unique circumstances of each case through the lens of trauma-informed care. In our consultations, training, and counseling services, we blend rigorous research, real-world anecdotes, and hands-on experience gained from diverse professional backgrounds. We prioritize not only supporting our clients but also amplifying their voices, ensuring that every perspective is heard and valued.

Transparency, expertise, and wisdom are the pillars of our service areas. We are committed to providing realistic assessments for every case or situation, offering insights into challenges along with viable solutions and recommendations for the path forward. We view our clients as integral members of the team, fostering collaboration and problem-solving as essential components of issue resolution. Our interventions are grounded in ethical principles, making them accessible and affordable to all. With a wealth of expertise and knowledge, we stand ready to create practical, workable solutions that empower individuals and organizations to move forward with confidence and clarity. At CIWBR, we firmly believe that lasting change and healing are achieved through dialogue, trust, and the collaborative pursuit of solutions.

OUR MODEL

We firmly advocate that each party involved will necessitate access to specialized trauma-informed resources and support, recognizing that their needs, perspectives, prior or recent experiences, values, beliefs, knowledge, and available resources may vary significantly.



Leadership
Human Resources
Complainants
Witnesses
Respondents

We consider it crucial to collaborate with both internal and external workplace and community systems and resources to effectively bridge gaps and provide comprehensive support to all those we engage with.



YOUR INVESTMENT

At CIWBR, we prioritize transparency and collaboration, fostering direct and engaging communication with all participants involved in our programs. To facilitate effective communication, we request clarity regarding the designated point of contact for each training site, along with their contact information and availability. We recommend a minimum of two designated contact persons per training site to ensure optimal support. Confidentiality is deeply respected at all times.

In preparation for our training sessions, we propose initial meetings via phone, email, and/or video conferencing. These sessions serve to gather information regarding specific concerns or needs and keep the assigned contact person well-informed. In case of urgent matters, we are committed to promptly reaching out to the designated contact person.

Flexibility and adaptability are core values, and we pledge to make ourselves available with reasonable notice. Our team comprises highly qualified professionals with diverse backgrounds and expertise, employing strengths-based and person-centered methods tailored to the unique needs of individuals, groups, and organizations.

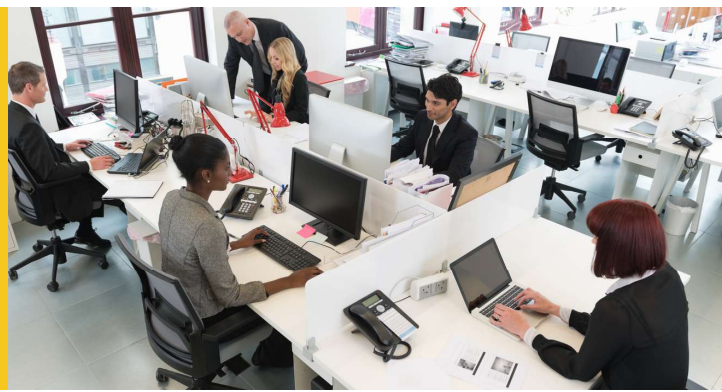
Our training initiatives focus on raising awareness, empowering participants to identify harassment accurately, and enhancing understanding of company policies, human rights, and available resources. Through interactive sessions in English and French, incorporating features such as surveys, polls, and breakout rooms, we aim to establish rapport and connections, ultimately fostering positive workplace relationships and reducing potential issues.

We take pride in tailoring our training programs to suit specific needs, ensuring alignment with current policies and legislation, and promoting effective learning and application in diverse contexts.

EXAMPLE OF A FULL DAY TRAINING AGENDA

Trauma-informed and
customized for your organization

Half Day Training Options Available



Harassment and Psychological Harassment: prevention, interventions, and repair or recovery options. *Note: the following agenda is customized to meet the contract needs.*

Morning Session (9:00 AM - 12:00 PM)

Introduction and Icebreaker (9:00 AM - 9:30 AM)

- Welcome and participant introductions.
- Icebreaker activity to foster engagement.

Defining Workplace Harassment (9:30 AM - 10:15 AM)

- Definitions from legislation, international research, and CIWBR examples.
- Differentiating harassment, psychological harassment, mobbing, lateral violence, racism, and discrimination.

Tactics and Nuances of Harassment (10:15 AM - 11:00 AM)

- Exploration of tactics employed in harassment cases (e.g., micro-managing, gaslighting).
- Case studies and examples to illustrate nuances.

Profiles and Complexities (11:00 AM - 11:45 AM)

- Examination of characteristics of targets, bystanders, and respondents.
- Special considerations for minority groups, including neurodiversity and LGBTQ+ individuals.

Lunch - Afternoon Session (1:00 PM - 4:00 PM)

Risk Factors, Impact, and Reporting Barriers (1:00 PM - 1:45 PM)

- Identification of risk factors and early signs of harassment.
- Discussion on barriers to reporting abuse.
- Understanding the multifaceted impact on individuals and their personal lives.

Prevention and Support Tools (1:45 PM - 2:30 PM)

- Strategies to prevent harm and support traumatized individuals.
- Recognizing signs of psychological harm and techniques to defuse tension.
- Reducing harm, offering support, and expediting recovery.

Workplace Impact and Costs (2:30 PM - 3:00 PM)

- Exploring the broader impact of harassment on the workplace, including costs, productivity, and the work environment.
- Video presentation summarizing the morning session.

Afternoon Break (3:00 PM - 3:15 PM)

Addressing Harassment: Rights and Responsibilities (3:15 PM - 4:00 PM)

- Review of relevant legislation, research, and statistics.
- Responsibilities of employers, leaders, and employees.
- The role of the 'Joint Health & Safety Committee' in addressing harassment.
- Conflict resolution strategies and debriefing approaches.
- Best practices for addressing someone causing harm and responding if accused.
- The complaint and investigation process.
- Company policies and procedures.

Closing Remarks and Resources (4:00 PM)

- Discussion on restoring, repairing, and recovery options.
- Emphasis on self-accountability, boundaries, and achieving a healthy work/community life balance.
- Recommendations for further reading and resources.
- Information on training packages for new hires and refresher courses.

Note: This curriculum incorporates engaging activities, case studies, and practical tools to foster a comprehensive understanding of workplace harassment, prevention strategies, and effective response measures.

EXAMPLES OF OTHER TOPICS

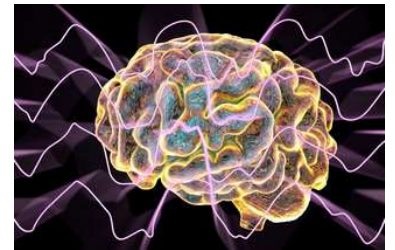


All Training Sessions are Trauma Informed

- Trauma Informed for First Responders
- Training for Therapists: assessment, diagnosis, and treatment.
- Training for Domestic Violence Survivors Returning to the Workforce
- Training for Teens: entering the work force.
- Bullying within Indigenous Workplaces and Communities
- Dealing with Highly Activated Nervous Systems in the Workplace
- Leadership: building emotional intelligence

We offer trauma-informed training for all professions, industries, trades and communities. First responding professionals (leaders, HR, Investigators, Mediators, Unions, Safety), staff, students, volunteers, domestic violence survivors, people with disabilities, and indigenous peoples.

Additional Courses Mini Mental Health Series



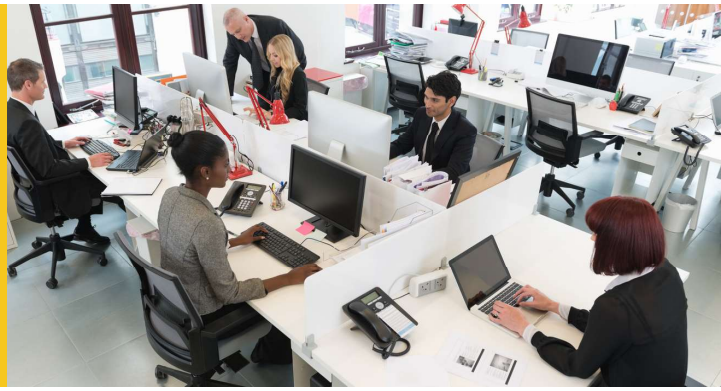
The following is a list of our one hour courses.
These can be offered individually, or in selected 1/2 day sessions.

Dealing with Difficult Conversations
Vicarious Trauma
Compassion Fatigue
Burn Out
Anxiety
Depression
Critical Debriefing

Healthy Boundaries
Work Life Balance
Emotional Intelligence
Neuro-Diversity
Grief and Loss
What is your leadership style?
Dealing with Addictions

Happy to develop additional courses relevant to needs, interests, or concerns.

ADDITIONAL TRAINING OPTIONS AND DETAILS



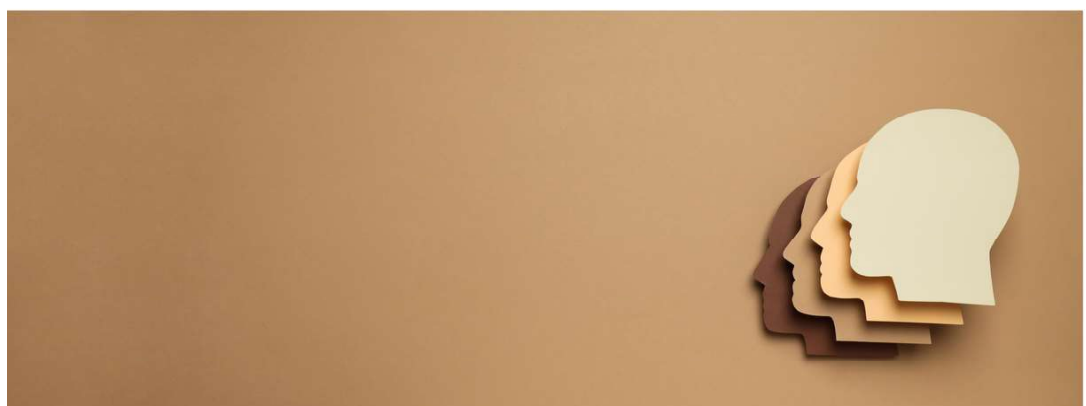
Full Day Training is outlined above. This can be customized and adapted for your organization. This is a trauma informed, in-depth format which allows time for discussion, Q/A, and break out groups for interactive activities and discussions. Size of groups will be dependent on whether this is in person or via video conferencing.

Half Day Training will be a condensed version of the above with little time for interaction, Q/A and no time for break out room activities.

More condensed training packages for new hires and/or refreshers courses are also available for purchase.

From our experience we have found it valuable to train staff separate from leadership. We prefer to train staff first so that they will speak openly, share experiences, and offer some feedback. We advise staff that their confidentiality is fully protected.

Training Leadership: in the leadership training we provide a summary and feedback on the themes identified with staff. We also include recommendations. The leadership training also includes information on leadership styles and tips for managing the ever changing needs of their employees, and meeting the needs of their diverse styles and personalities.



Example

SPECIALIZED WORK WITH RESPONDENTS



Substantiated or Unsubstantiated Investigations: *something happened and prevention is key. Education, Coaching, Assessment, and Short Term Counselling*

Process and Fees

- **Approximately One hour** to review materials forwarded re: evidence, company policies, and an outline of companies concerns and expectations.
- **Employee to contact Linda Crockett** and book first session.
 - **First session is up to 3 hours** for rapport building, safety building, letters of consent, listening to the clients story, comparing with evidence provided, and assessing level of motivation, self insight, and capacity for change. First treatment plan will be established.
 - **One hour** for the development of a first summary letter re: recommendations. Th prepared for the employer with the clients knowledge and participation.
 - Appointments booked **(6-8 sessions)** for the following:
 - Client to review letter of summary and recommendations before sending to the employer.
 - **Half Hour** Progress report to be sent in a mid point.
 - **Final Summary Letter or a Zoom session** with client and Kara, to offer final summary of progress and next steps. **One hour**

Approximately _____ sessions X _____ = _____ + GST

Deposit of _____ + GST required by the date of first session.

Recommendations may include specific homework e.g., courses on building Emotional Intelligence, Anger Management, Self Compassion, or books to read, or to continue with a mental health therapist. Fee's for these extra recommendations will be the employer or employees responsibility.

FOUNDER



Linda Crockett

Facilitator and Consultant

Keynote Speaker: Linda Crockett MSW, RSW, SEP, CCPA

Linda Crockett is a globally recognized specialist in workplace psychological safety, renowned for her groundbreaking work in addressing the mental, emotional, and physical risks associated with workplace harassment and violence. In 2023/2024, Linda was recruited by the Government of Canada to be part of a four-person expert panel tasked with offering research and preparing booklets for all public service employees. These booklets, titled "What We Heard" and a second for Members of Parliament, are based on recommendations for a Restorative Engagement Program designed to assist public service employees who have experienced workplace harassment, bullying, racism, or discrimination.

As the founder of The Canadian Institute of Workplace Bullying Resources (CIWBR), an award-winning organization, Linda provides trauma-informed workplace assessments, policy reviews, consultations, customized training, and counseling services. Collaborating with various stakeholders, including leaders, staff, investigators, human resources, unions, healthcare professionals, and insurance companies, CIWBR offers education and trauma counseling for targets, bystanders, leadership, and individuals identified as workplace bullies or harassers. Linda also mentors individuals completing her training, guiding them to become coaching, counseling, and training specialists.

Furthermore, Linda established The Canadian Institute of Workplace Harassment and Violence (CIWHV), a nonprofit dedicated to assisting psychologically, physically, and financially injured employees in accessing financial support for treatment and legal options.

A driving force behind the annual International Workplace Bullying Awareness Week, held every October, Linda's efforts have garnered global participation from individuals and organizations across 20 countries in 2023. Her podcast, "On the Record: Stories of Strength and Survival," reaches a diverse audience, highlighting narratives from various professions, industries, cultures, and communities.

Throughout her career, Linda has remained steadfast in empowering all employees, raising awareness, advocating for legislative changes, establishing services to address stakeholders' needs, guiding injured workers through complex systems, and driving long-term, sustainable change in workplace environments.

(*Awards are from the Government of Alberta and the University of Calgary.)

For further information about Linda and her work, please visit these sites:

<https://scholar.google.ca/citations?user=bhrRJHMAAAAJ&hl=en&oi=sra>

<https://instituteofworkplacebullyingresources.ca/on-the-record/on-the-record-episodes/>

<https://instituteofworkplacebullyingresources.ca/articles/>

<https://instituteofworkplacebullyingresources.ca/workplace-bullying-awareness-week/>



FEES



Training Packages - for estimates, we will require the following information.

- 1) Half-day or full-day sessions, and how many? _____
- 2) How many people will be attending? _____
- 3) How many are staff, how many are leaders? _____
- 4) Are you a for-profit or non/not-for-profit? _____
- 5) Is your company GST Exempt? _____

Fees: *we will complete this section once we have the above information*

- One Facilitator - one full day \$_____ Two Facilitators _____ + GST
Full Day allows for group discussions, case reviews, videos, and more interaction.
- Half Day One Facilitator \$_____ Two Facilitators _____ + GST
Half Day is an overview, some discussion, no videos.
- Virtual - for half days or full days
- In Person - allows us to offer a more human-centric approach.

Service(s) Selected: _____

Dates Selected: _____

Location: _____ **Time:** _____

Main Contact: _____ **Cell** _____

Contract approved _____ **Date** _____

Invoice will be sent once signature received. Deposit may be requested depending on scheduling. Also, see below bullet points.

- Power point screen, sound, WIFI needed.
- We will send handouts for you to print.
- We will send completion certificates.
- We will need your current policies/procedures, and logo for the PPT.

Should an individual or group request confidential services following their training with us, we offer a reduced service fee:

- Leadership consultations or mentoring: \$_____ hour (reduced)
- Services for Respondents: \$_____hour +GST (alleged, substantiated, or maliciously accused)
- Individual staff counselling/consultations: \$_____hour + GST
- Group consultations: _____hour +GST (depends on size, negotiable)