

Becoming Bully-Free at Work: Information, Inspiration and Implementation

Wednesday, November 24, 2010
Toronto



ONTARIO
HOSPITAL
ASSOCIATION

Becoming Bully-Free at Work: Information, Inspiration and Implementation

Wednesday, November 24, 2010

Radisson Hotel Admiral Toronto Harbourfront
249 Queens Quay West
Toronto, ON M5J 2N5

If you were to ask employees what they could change about where they work, 90% would talk about interpersonal workplace relationships. They would report, they have spent far too much time worrying, being distracted, and perhaps frightened by a workplace bully. They would add “And I am not sure what to do about it!”

Did You Know?

- One out of six employees have reported being bullied at work?
- Health care workers rank as being in the top three professions when it come to being bullied at work?
- Less than 15% of people being bullied go to their manager or ask for help?
- 30% of people being bullied have the intention of leaving their job
- 37% of people being bullied have the intention of staying in their job and doing nothing

What can you do about bullying in the workplace?

Employees:

Make things better! This OHA workshop gives you the tools to help stop workplace bullying both personally and organizationally. You will be empowered by understanding that you are ‘not alone’. In addition, this session will restore your hope and give you the inspiration you need to ‘keep going’ even while working with the most difficult person.

Employers:

Provide your teams with the opportunity to attend this workshop! Bullying is regarded as a severe form of harassment. According to the Ontario Ministry of Labour’s *Workplace Violence and Harassment: Understanding the Law (2010)*, “Some workers may need to be trained to recognize and respond to harassment or trained in specialized techniques to deal with harassment” which includes bullying.

Bullying does not just affect the workers involved, it affects the whole organization. The organization can suffer from low morale, increased absenteeism, high staff turnover, reputational loss, and a reduction in the quality of patient care.

This workshop will provide your employees with practical measures to reduce or mitigate some of the negative effects of bullying to help build a culture of respect as part of a healthy work environment.

Agenda

Recognizing the challenge in finding time for education, we are pleased to offer this half day workshop – twice in one day. You have the option of attending either the morning or afternoon session, depending on your schedule.

Morning Session:

8:30 am

Registration and Continental Breakfast

9:00 am - 12:00 noon

Training

Light refreshments provided during break

Afternoon Session (Identical to Morning Session):

12:30 pm

Registration and Light Lunch

12:30 pm - 4:00 pm

Training

Light refreshments provided during break

Training Highlights:

- What is workplace bullying exactly?
- The facts you need to know about workplace bullying.
- How is workplace bullying different from working with a difficult person?
- What approach should I take with a difficult person vs. a bully? Are they different?
- What motivates a bully?
- Types of workplace bullies: how to recognize behaviours, so you know you are not crazy.
- Common top bullying tactics used and how to recognize them.
- What to do if you are a target: specific steps to gain your confidence back.
- What to do if you have a difficult situation at work that you don't know how to address.
- What to do if someone is coming to you for advice to stop the bullying (and you're not too sure what to do).

Speakers:



Valerie Cade is one of North America's top workplace bullying experts, an award-winning speaker and author of the best selling book, *"Bully Free at Work"*, which is currently distributed in over 100 countries. As the CEO of a top healthcare training organization for 10 years, Valerie's understanding for healthcare workers and their demands makes this session not only highly relevant, but it will inspire and encourage you to be able to practically cope and face what 1 out of 6 employees are currently facing today: how to effectively deal with workplace bullying. She is the Founder of BullyFreeAtWork.com.



Henrietta Van Hulle is a Director, Prevention Services with the Public Services Health & Safety Association and author of the handbook "Bullying in the Workplace". She has spoken internationally on the topic of workplace violence and will give you the facts on the legislation in Ontario, employer's obligations and the components of a bullying prevention program.

Registration Form

Miss Mrs. Ms. Mr. Dr.

First Name: _____

Last Name: _____

Position: _____

Organization: _____

Address: _____

Street City

Prov/State Postal/ZIP

Phone No: Ext: _____

Email Address: _____

*To be used for registration confirmations and program material.

I would like to attend the **Morning Session**

I would like to attend the **Afternoon Session**

Emergency Contact Information (if different from above)

Please indicate your emergency contact information below. We will contact you in case of an emergency, i.e. program cancellation, etc. The information will be kept in confidence.

Emergency Contact Number: _____

Emergency Contact Email: _____

Payment Method

Cheque VISA/MasterCard/American Express

If paying by cheque, please make cheque payable to Ontario Hospital Association.

Registration Fee: \$ _____ + 13% HST: \$ _____

= Total: \$ _____

If paying by credit card, please provide the following information.

Name of Cardholder: _____

VISA/MasterCard/AMEX No: _____

Expiry Date: _____

Signature: _____

HST Registration #: 10779 7961 RT0001

Registration

Registration for both sessions will take place on **Wednesday, November 24, 2010**, at the Radisson Hotel Admiral Toronto Harbourfront. Registration for the Morning Session will take place at **8:30am**, and registration for the Afternoon Session will take place at **12:30pm**.

Space is not guaranteed, unless payment is received prior to the event.

Registration Fee

\$247.00 + HST\$32.11 = \$279.11

Discount Policy

If more than one full registration is received from the same facility, a 15% discount (+13% HST) will apply to each additional registration received. The first registrant must pay the full registration fee. All group registrations must be received at the same time. This discount is not valid with other program promotions.

Cancellation Policy

Notice of cancellation must be provided in writing 3 days prior to the date of the program. A 50% administration fee will apply to all refunds. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the entire fee. Substitutions are welcome. The Ontario Hospital Association reserves the right to cancel or reschedule a program.

Accommodation

If you require accommodations, please contact the Radisson Hotel Admiral Toronto Harbourfront at 416 203 3333 or 1 800 395 7046 . Please be sure to indicate that you are attending the OHA conference to secure a special room rate of \$149 for single/ double occupancy. Be sure to make your hotel reservation before October 25, 2010, as accommodations for that time period are filling up quickly.

If you require extra assistance or have special requirements, please let us know when registering for the conference to ensure we can accommodate them.

Three Easy Ways to Register...

1. Online: www.oha.com/conferences

2. Fax: 416-205-1340

3. Mail: If paying with a cheque, complete the form and mail together with payment no later than *November 10, 2010* to:

EP 351 Becoming Bully-Free at Work: Information, Inspiration and Implementation

Educational Services Division
Ontario Hospital Association
200 Front Street West, Suite 2800
Toronto, Ontario M5V 3L1

For additional registration and program information, please contact Michelle Evans at **416-205-1367** or mevans@oha.com