



Workplace Bullying & Harassment



Lesson: What is it?

CLB 4 Instructional Package



Lesson Plan: What is it? (CLB 4)

CLB Outcomes

- | | |
|---|---|
|  CLB 4-I: Interacting with Others | Use a range of courtesy formulas and some casual small talk in short, one-on-one or small group interactions. |
|  CLB 4-III: Getting Things Done | Get information from short business or service texts (such as brochures, notices, form letters and flyers). |

Content Outcomes

- Identify behaviours that are considered bullying/harassment
- Identify behaviours that are NOT considered bullying/harassment
- Identify where to get more information about workplace bullying/harassment

Resources

- People's Law School (PLS) booklet, *Workplace Bullying & Harassment*, section on *Key facts about workplace bullying and harassment*
- PLS worksheets "Workplace Bullying & Harassment: What is it?"
- Computer Lab (optional)

External Resources and Referrals

- For more information on this bullying and harassment, visit WorksafeBC at <http://www.worksafebc.com/default.asp> and search "bullying and harassment"

Assessment Plan and Tools

- Self-assessment checklist

Lesson Plan: What is it? (CLB 4)

Sample Lesson Plan

Time	Sample Tasks	Expected Outcome	Resources
15'	<p>Warm up</p> <ul style="list-style-type: none"> In pairs or small groups, students talk about pictures Go over vocabulary and answers Assess level of knowledge of/interest in workplace bullying 	<p>Generate interest</p> <p>Activate prior knowledge</p>	<p>PLS Worksheet: Get Ready!</p>
20'	<p>Predict and read</p> <ul style="list-style-type: none"> Copy and cut into cards Students put in two categories - bullying and not bullying - and check by reading <i>Workplace Bullying & Harassment</i>, p. XX Go over any new vocabulary, but encourage students to apply word attack strategies first: <ul style="list-style-type: none"> Ask for peer support Look at base form of word Guess the meaning from context Look in monolingual dictionaries 	<p>Identify behaviours that are considered bullying and those that are not</p>	<p>PLS Worksheet: Predict!</p> <p><i>Workplace Bullying & Harassment</i>, p. XX</p>
15'	<p>Vocabulary</p> <ul style="list-style-type: none"> Students match phrases of similar meaning Students enter new words into their vocabulary notebook Teach pronunciation as needed 	<p>Apply word attack skills and vocabulary building strategies</p>	<p>PLS Worksheet: Build your Vocabulary!</p>
15'	<p>Case Studies</p> <ul style="list-style-type: none"> In pairs, students read and discuss 4 situations and determine if the behavior would be considered bullying Debrief as a whole class <p>Note: The situations can be cut up and posted around the room, for a “circulate and discuss” activity.</p>	<p>Think critically</p> <p>Demonstrate understanding of key concepts from the reading</p>	<p>PLS Worksheet: Apply it!</p>

Workplace Bullying & Harassment



Time	Sample Tasks	Expected Outcome	Resources
20'	<p>Discussion</p> <ul style="list-style-type: none"> • Give students time to finish the sentence starters independently • Coach and support, especially in regards to grammar and meaning • Go over how to use the expressions in the "Useful Language" section • In pairs, students share their sentences • Get pairs to present their answers to the whole class 	<p>Express feelings and preferences</p> <p>Use conversation management phrases</p>	<p>PLS Worksheet: Talk about it!</p>
25'	<p>Dialogue</p> <ul style="list-style-type: none"> • Set the context for the dialogue • Teach and practice pronunciation • Identify register (level of informality) • Students practice the dialogue in pairs until they are comfortable • Students identify some of the functional language 	<p>Use a range of courtesy formulas and some casual small talk in short, one-on-one or small group interactions</p>	<p>PLS Worksheet: Speak Up!</p>
20'	<p>Read a Notice</p> <ul style="list-style-type: none"> • Students read a workplace notice about an anti-harassment policy and training session • Students answer questions about genre, author/audience, and identify actions needed as a result • Emphasize that they do not need to understand every word to understand the notice 	<p>Get information from short business or service texts (such as brochures, notices, form letters and flyers)</p>	<p>PLS Worksheet: Read a Notice!</p>
30'	<p>Research</p> <ul style="list-style-type: none"> • Support and coach students on how to navigate the WorkSafeBC website (a demonstration might be necessary) • Students work independently or in pairs to find the information • Go over answers 	<p>Identify where to get more information about workplace bullying/harassment</p>	<p>PLS Worksheet: Find out More!</p> <p>Computer lab</p> <p>http://www.worksafebc.com/</p>
10'	<p>Self-Assessment</p> <ul style="list-style-type: none"> • Allow students to fill out self-assessment form independently 	<p>Self-assessment</p>	<p>PLS Worksheet: What did you learn?</p>

Lesson Plan: What is it? (CLB 4)

Get Ready!

Look at the pictures below. What do you see? What is happening?

1



2

3

Match the sentences to the picture and fill in the missing word. You may need to change the word to make it fit the grammar of the sentence.

1. My husband's boss constantly _____ him.
2. My coworkers often _____ about me, and laugh at me.
3. Some of the other women at work _____ about me.

make jokes
spread gossip
criticize

¹Images from Shutterstock.com

Lesson Plan: What is it? (CLB 4)

Predict!

You will read a part of a booklet about workplace bullying and harassment. (**Note:** Bullying and harassment are used to mean the same thing). Which of these behaviors are considered bullying? Which are not?

say they disagree with your opinions	give you advice about work-related things	give you work you don't like to do
scream at you	stop you from doing your work well	take your personal things
break your equipment	give you a warning to do your job better	make rude jokes about you
stop speaking to you for a long time	tell people bad things about you that are not true	make you work faster than is possible

Read and check!

Read the PLS booklet *Workplace Bullying & Harassment*, p. XX, to check your answers. Which words are new for you? Can you guess the meaning from context?

Lesson Plan: What is it? (CLB 4)

Build your Vocabulary!

Match the phrases that have a similar meaning.

- | | |
|---|--|
| 1. say they disagree with your opinions | a) yell at you |
| 2. scream at you | b) give you deadlines that are impossible to meet |
| 3. stop you from doing your work well | c) interfere with your personal belongings or work equipment |
| 4. take your personal things or break your equipment | d) stop you from doing your work properly |
| 5. make rude jokes about you | e) express differences of opinion |
| 6. stop speaking to you for a long time | f) make jokes that are clearly offensive |
| 7. tell people bad things about you that are not true | g) refuse to speak to you |
| 8. make you work faster than is possible | h) spread negative and untrue gossip about you |

Build your Vocabulary!

As you learn English, you will need to build your vocabulary. One way to do this is to record new words in a vocabulary notebook. Choose some of the words or phrases above and write them in your vocabulary notebook.

Bullying and workplace harassment vocabulary

offensive (adj.) - rude

He made an offensive joke.

Apply it!

Read these situations and talk about them with a partner. Is the behavior okay or is it bullying? Why?

Situation 1

Carol works for a large company as an accountant. Sometimes, when the receptionist is on her lunch break, Carol's boss asks her to sit at the reception desk and answer phone calls. Carol has told her boss she doesn't like doing this, but he keeps asking her to do it.

Situation 2

Two of Kevin's co-workers have been telling other employees that he is an alcoholic. This is not true. Someone has even taken a photo of Kevin and photo shopped a glass of beer into his hand. Kevin is worried that his boss might see the picture.

Situation 3

Mike's boss has just told him that he has made some mistakes in the cashing out process at the end of the day. She said that he needs to be more careful, and if he makes any more mistakes, he will have to stop working as a cashier and go back to working in the warehouse.

Situation 4

When Sarah's boss gets angry, he yells at her and calls her stupid. He usually apologizes for yelling. Then, a few days later, he gets angry and yells again. This has been happening for a long time. Sarah is often afraid of her boss getting angry.

Lesson Plan: What is it? (CLB 4)

Talk about it!

Use these sentence starters to talk about workplace bullying.

1. When people make offensive jokes, I _____.
2. I don't like it when other people _____.
3. I think _____ (V + ing) is the worst kind of bullying because _____.
4. I don't think that _____ (V+ing) is actually bullying because _____.
5. In my country, _____.
6. Workplace bullying is serious because _____.

Useful Language

Pardon?

Me too!/Me neither.

Really? Why?

What do you think?

I'm not sure.

Speak up!

If someone is bullying you, the first thing to do is to tell them it bothers you. Practice this dialogue with a partner.

Maria: Hey guys, what are you doing?

Tony: (*pretending he is Maria*) Hey guys. Whaah chew dooo in? [Everyone laughs]

Maria: Wait a minute, Tony. I know I have an accent, but it really bugs me when you make fun of it.

Tony: Oooo! Sensitive!

Maria: Tony, give me a break. How many languages can you speak? One, right? So you have no idea how hard I've worked to learn English. So lay off.

Ed: She has a point, Tony. I'm sorry Maria.

Tony: Me too.

Maria: No problem, guys. So, did you watch the hockey game last night?

1. Circle the words and phrases Maria uses to tell Tony that she is serious about telling him to stop making jokes about her accent.
2. What does Ed say to show that he agrees with Maria? _____
3. Why does Maria ask about the hockey game?
 - a. to change the subject
 - b. to show she still wants to be friendly
 - c. because she thinks Ed and Tony are interested in hockey
 - d. all of the above

Read a Notice!

Read this notice and answer the questions.

Notice to all Supershop Employees											
<p>Keep our workplace a safe and fun place to work!</p> <table><thead><tr><th>No</th><th>Do</th></tr></thead><tbody><tr><td>× yelling</td><td>✓ speak to your supervisor if you</td></tr><tr><td>× insults</td><td>feel you are being harassed</td></tr><tr><td>× gossip</td><td></td></tr><tr><td>× bad language</td><td></td></tr></tbody></table>	No	Do	× yelling	✓ speak to your supervisor if you	× insults	feel you are being harassed	× gossip		× bad language		<p>ANTI-HARASSMENT POLICY</p> <p>We have recently added a new anti-harassment policy to our P&P manual. Please speak to your supervisor or the HR manager if you have not been given this policy statement.</p>
No	Do										
× yelling	✓ speak to your supervisor if you										
× insults	feel you are being harassed										
× gossip											
× bad language											
<p>Anti-harassment training session Saturday, April 4 8:00 am – 8:45 am in the employee lounge</p> <p>We will discuss the anti-harassment policy and the procedures for making a complaint. The session will be videotaped and available for viewing at www.supershop.bc.ca/employees. All employees must attend the session or view the video. Please fill in the PD form 000-1954895-cn and submit it to your supervisor by April 15th.</p>											

1. What kind of text is this? _____

2. Where might you see this kind of notice? _____

3. Who wrote it and who is it for? _____

4. I am an employee at Supershop. What do I need to do? Why?

Lesson Plan: What is it? (CLB 4)

Find out More!

Use a computer at school or at home to find out the following information. Find the page on the WorkSafe BC website (<http://www.worksafebc.com/>) called “Workplace Bullying & Harassment.”

1. What is the phone number of the “prevention line?” (**Note:** you can call this number for advice if you are being bullied at work.)

2. Open the document called, “Frequently Asked Questions.” Copy three pieces of information you find interesting.

3. Does the WorkSafe BC website have information in your language? How many languages do they have information in? What are they? Why?

Tips for finding information on a website

There are many ways to find the information you want on a website.

- **Search Box** – most website have a small box where you can type in key words, such as “bullying,” and then click on the search/go button, or press the enter key on your keyboard
- **Topic Tabs** – at the top of the website, you will see a number of tabs. Use these to explore the website
- **Hyperlinks** – on the home page or other pages, you might see words that are **bold** or underlined. Clicking on them might lead you to the information
- **Back button**– this is an arrow pointing left on the top of your screen; it will take you back if you get lost

Lesson Plan: What is it? (CLB 4)

What did you learn?

Fill this out on your own.

	Yes, I can do this on my own.	I need to review this.	I can't do this yet.
I can list some examples of workplace bullying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can list some examples of what is NOT workplace bullying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find information about workplace bullying and harassment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can tell someone to stop making fun of me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can read a workplace notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What else did you learn today? What other questions do you have about workplace bullying and harassment?

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Get Ready!

ANSWER KEY

1. My husband's boss constantly criticizes him.
2. My coworkers often make jokes about me, and laugh at me.
3. Some of the other women at work spread gossip about me.

Predict!

ANSWER KEY

Bullying	Not Bullying
stop you from doing your work well	give you advice about work-related things
scream at you	give you work you don't like to do
break your equipment	give you a warning to do your job better
stop speaking to you for a long time	say they disagree with your opinions
tell people bad things about you that are not true	
make you work faster than is possible	
take your personal things	
make rude jokes about you	

Lesson Plan: What is it? (CLB 4)

Build your Vocabulary!

ANSWER KEY

- | | |
|------|------|
| 1. e | 5. f |
| 2. a | 6. g |
| 3. d | 7. h |
| 4. c | 8. b |

Speak Up!

ANSWER KEY

1. Circle the words and phrases Maria uses to tell Tony that she is serious about telling him to *stop making jokes about her accent. Wait a minute; really bugs me; give me a break; lay off*
2. What does Ed say to show that he agrees with Maria? *She has a point, Tony.*
3. Why does Maria ask about the hockey game?
 - a. to change the subject
 - b. to show she still wants to be friendly
 - c. because she thinks Ed and Tony are interested in hockey
 - d. all of the above**

Lesson Plan: What is it? (CLB 4)

Read a Notice!

ANSWER KEY

1. What kind of text is this? *a notice or memo*
2. Where might you see this kind of notice? *at work, maybe on a wall in the lunch room*
3. Who wrote it and who is it for? *It is written by a supervisor, or HR manager for all*

employees of Supershop.

4. I am an employee at Supershop. What do I need to do? Why?

You must attend the session on April 4th or view the video of the session. This is to learn about the anti-harassment policy and the procedure for making a complaint. You must also fill in the form and give it to your supervisor by April 15. This is so they have a record of you being at the session or viewing the video.

Lesson Plan: What is it? (CLB 4)

Find out More!

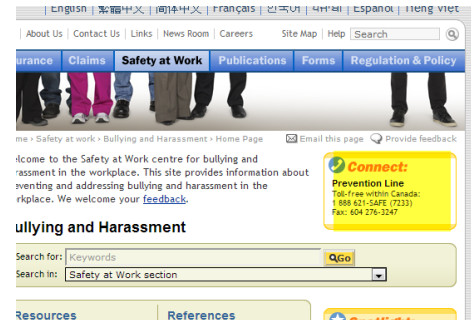
ANSWER KEY

1. What is the phone number of the “prevention line?”

(Note: you can call this number for advice if you are being bullied at work.)

1-888-621-SAFE (7233)

Fax: 604-276-3247



2. Open the document called, “Frequently Asked Questions.” Copy three pieces of information that are interesting to you.

Various answers

3. Does the WorkSafe BC website have information in your language? How many languages do they have information in? What are they? Why?

8 languages; English, Han Chinese, Simplified Chinese, French, Korean, Punjabi, Spanish, Vietnamese