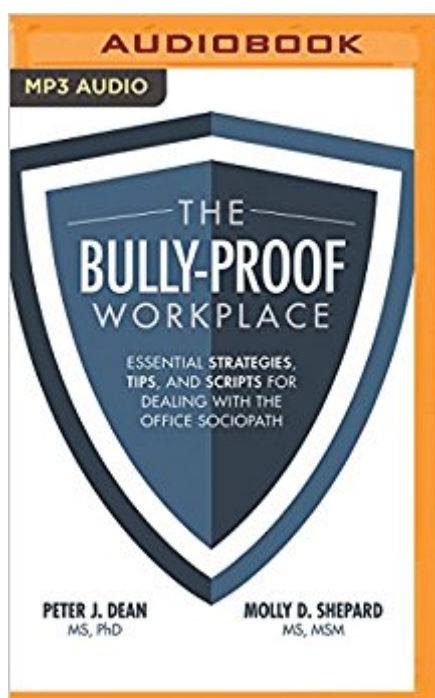


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# The Bully-Proof Workplace: Essential Strategies, Tips, And Scripts For Dealing With The Office Sociopath



## Synopsis

Smart strategies for managing workplace bullies out of your life and business More than one in four Americans deals with an on-the-job bully. These office sociopaths don't just make individuals miserable. Their poison spreads throughout the company, damaging overall morale, creativity, productivity, and profitability. It doesn't have to be this way. Leading consultants Peter Dean and Molly Shepard have helped vanquish workplace bullying and now share their proven methods with you. In *The Bully-Proof Workplace*, they provide vital insight into the four major types of bullies: The Belier | Weapons of choice: slander, deception, and gossip The Blocker | Weapons of choice: negativity and inflexibility The Braggart | Weapons of choice: narcissism and a sense of superiority The Brute | Weapons of choice: aggression and intimidation These bullies may operate differently, but they all have one thing in common: a desperate need for control based on deep-seated fear and insecurity. This invaluable survival guide equips individuals with strategies, tips, and scripts for managing interactions with bullies. Managers learn how to identify bullying, deal with it swiftly, and introduce zero tolerance for such behavior. And executives gain the information they need to create a corporate policy regarding bullying. We spend about 60 percent of our waking moments at work. Spending that much time under the thumb of a bully and dealing with the negative business effects of bad behavior is simply unacceptable. Whether you're a victim of bullying or a business leader tasked with building a collaborative corporate culture, *The Bully-Free Workplace* provides the critical insight and practical tools you need to successfully combat this ubiquitous but rarely addressed business challenge and ensure that bullies behave—or leave—so you and everyone else can get on with your work.

## Book Information

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## Customer Reviews

“Very rarely do I find a book that is eminently readable, incredibly practical, and works to solve a complex problem. The Bully-Proof Workplace achieves that trifecta. The stories outlined here could be in any of our workplace environments, yet Dean and Shepard come up with usable strategies that are universal in their impact. Leaders are increasingly judged based on their ability to handle the people under their tutelage, and while much has been written about leadership and followership, the scourge of bullying in the workplace has been significantly underanalyzed. No more. This book should be on every manager’s bookshelf and should be shared throughout the workplace. If that happens, bullying in the workplace may become a historical footnote.”

— Stephen K. Klasko, MD, MBA, president and CEO of Thomas Jefferson University and Jefferson Health

“Workplace bullying has been swept under the rug, likely due to the lack of strategies for dealing with the bully. Learn how to recognize the type of bully, plan on how to confront him or her, and then execute the plan. All of that is in this invaluable book.”

— Madeline Bell, president and CEO of Children’s Hospital of Philadelphia

“The Bully-Proof Workplace provides a combination of research-based context, encouragement, and diagnostic and therapeutic tools to those grappling with bullying in their workplace. Everyone working in a group, whether or not in management, will find this guidebook thought-provoking. This is a text to read and then keep within arm’s reach for reference, should a bully emerge in your workplace.”

— William J. T. Strahan, EVP of HR at Comcast Cable

“In today’s workplace, organizations have a responsibility to create an environment that enables the best of every employee. Simply put, bullies and bullying behavior cost companies millions of dollars, not to mention the psychological and emotional toll they inflict on people. The Bully-Proof Workplace offers an important and useful framework for understanding bullies and addressing bullying behavior, as well as providing practical and applicable strategies for dealing with them. Bravo!”

— Caroline F. McCabe, PsyD, director of Executive Talent, Leadership & Team Intelligence at Cisco

“The Bully Proof Workplace gives us the tools to root out destructive behaviors in our work environment. As we see increases in bullying across the nation, it is critical to identify those behaviors and to learn how to create a corporate culture where all employees can thrive. This book couldn’t be more timely. Kudos!”

— Theresa Bryce Bazemore, president of Radian Guaranty Inc.

“As chair of a global law firm, I feel it is imperative that our lawyers understand the issue

of bullying both from a personal perspective as a leader in the firm as well as its implication for our clients, especially as antibullying legislation increases in this country. The Bully-Proof Workplace is a book for understanding the phenomenon of bullying, how to deal with it, and thus create a productive workplace. The recommended tactics and strategies for reducing bullying will allow strategic thinking, learning, and leading to flourish.

— Jami Wintz McKeon, chairwoman of Morgan, Lewis & Bockius LLP  
“As the leader of a global executive search firm and a practicing executive search consultant, I could not feel more strongly that we have a responsibility to weed out bullies during the assessment part of our placement protocol. The Bully-Proof Workplace provides a way to observe behavior to determine if a candidate is a potential bully as there is no place for bullies in the workplace.”

— Judith von Seldeneck, founder, chairwoman, and CEO of Diversified Search  
“It takes courage to stand up to a bully. It also takes know-how. Dean and Shepard show you how in The Bully-Proof Workplace. This practical guide, filled with case studies, checklists, and even scripts, will give you or the people you coach the tools they need to put a stop to workplace bullying.”

— Margaret H. Greenberg, executive coach and coauthor of Profit from the Positive  
“If you think bullying happens only in schoolyards, think again. Workplace bullying is a tremendous problem, affecting 65 million people per year, especially women. If you are one of them, don’t rely on the HR department to protect you. Read this book and learn how to protect yourself.”

— Albert J. Bernstein, PhD, bestselling author of Emotional Vampires  
“Most of us have dealt with impossible coworkers but who ever thought of them as bullies? Or that workplaces can unnecessarily encourage them? Executive coaches Peter Dean and Molly Shepard are onto something important, quantifying bullies’ burden on morale and efficiency, and offering practical ways to reform or repel them.”

— Anne Creamer, author of It’s Always Personal --This text refers to the Hardcover edition.

PETER J. DEAN, MS, PhD, and MOLLY D. SHEPARD, MS, MSM, are partners at Leaders Edge/Leaders By Design, a leadership development and executive coaching firm that helps C-suite, executive, and high-potential leaders enhance their leadership skills, including the ability to embrace, understand, and leverage the complexities inherent in the modern workforce.

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I received the book through the Vine program to do a review. It is a very timely and useful book. Dr. Peter Dean and Molly Shepard start by making the argument about both how common and how destructive bullying is in and to our economy. They point out that bullying tends to be more common in healthcare, public careers, and academia. Having worked for three decades in the academic, non-for-profit, and government sectors, I concur with this viewpoint. In organizations where there is no objective measure of success and performance, social dynamics often come down to 10-12 year olds on a playground, Lord of the Flies style. Bullying is a part of that unfortunate dynamic. The authors go on to describe four kinds of bullying behaviors: belier, blocker, braggart, and brute. The belier and blocker tend to be on the passive-aggressive side while the braggart and brute are more plain aggressive. Then the book goes on to understand how these various types of bullies operate and how to potentially minimize bullying. The book is good. It covers gradual escalation to counter bullying from starting with data collection to ramp up to constructive confrontation and potentially reaching asking for outside help to include friends, colleagues, and senior mentors. The one caveat I have for the book is that the book assumes that any reasonable person would want to eliminate bullying. I concur that this is a good sentiment. Unfortunately, in some organizations bullying is "baked into the DNA" of the culture. You might think that a boss would care about lack of productivity and the effects of a hostile workforce, but in practice where there is bullying going on, the bosses are more often than not aware of the situation and tacitly approve of the practices. Two of my favorite quotes about this are "the fights in academia are so vicious, because the stakes are so small," and "the smaller the hole, the meaner the rat." A closer look often reveals that the bosses there made it to the top in no small measure based on their prowess at bullying subordinates. I would add a step zero to the techniques described in the book. First, determine whether bullying is just part of the culture, and ask the follow on question, "are the bosses bullies?" You might be surprised how often the answer is a resounding yes. In those circumstances, the suggestions in the book will ultimately come to naught. The only real solution I have seen is to get out of the bad situation if at all possible. Otherwise, you will have the long, difficult process of trying to change a culture while not in a position of authority.

While I have never been bullied on a job, I have seen others. At those times, I was not in an authoritative position to step in and make a difference. And so I didn't. I wish, now, that I had this book under my belt way back then! I hope the powers that be make this subject mandatory for anyone seeking a degree in business management! It would make a HUGE difference in the

workplace for so many!The authors state that bullying in the workplace has become a crisis. This I can believe. You can't get on any of the social media sites and not see where someone is being bullied. Even for something as commonplace as bad grammar, their beliefs, their political stance, and so much more!Especially in America, while a global problem, bully's are not having enough of a consequence to pay for their actions and words to inspire individuals to stop. And until action is taken against bullying in this country, we aren't going to see a change. (I saw on one media site where a 14-year old hung himself last week because he was bullied at school.)First, we need to teach our children. Inspire them to ignore the bullying remarks. And how do we do this? We start off with the kind of parenting that builds up our children, and doesn't leave them vulnerable to bullying. A bully can't succeed unless we let him/her.Beginning with what the crisis is, the authors of this book teach how to deal with bullies. First by standing up for yourself. Being able to identify the four kinds of bullies that there are: the Belier, the Blocker, the Braggart and the Brute. And finally, getting rid of them.The authors then move on to seeking help if you are unable to defuse the situation on your own! Wise advice.They, the authors, move forward into how to make a bully-proof team in your office. Their instruction is geared more toward the managerial office person, but does go into working with your manager to make a bully-proof work place.And lastly, how to create a bully-proof workplace and keep it. Changes have to come to hiring and firing policies, so you may have to work from the bottom up, or the bottom down. And if you have no success in changing your workplace, what your choices are.Again, I think this should be required reading in earning a managerial degree.I give this book Five Stars!And a big Thumbs Up!I also give this book my Highly Recommended Award!DISCLAIMER: This book was provided by Vine in exchange for a fair and non-biased review. The book is available on .com here. The cost is \$15.99 for a Kindle edition and \$16.99 for a hardback book.

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