

Verbal – which may include:

- Unnecessary work interference;
- Private or public humiliation;
- Shouting;
- Making jokes;
- Unfair and excessive criticism;
- Ridiculing employees in front of other employees and individuals;
- Setting unrealistic and unattainable targets;
- Not giving credit for work contribution;
- Spreading false truths about the individual around the Centre etc.;
- Repeated impossible deadlines or unattainable targets.

Non Verbal – which may include:

- Looks;
- Gestures / whistling;
- Displaying emblems on clothing;
- Posters, graffiti, obscene gestures, displaying of emblems;
- Isolation and exclusion at lunch breaks or social events etc.;
- Making it difficult for employees to have access to necessary information.

Physical - which may include:

- Unwanted physical contact ranging from touching to assault;
- Hitting;
- Bodily contact that is abusive in nature;
- Shaking fists in a threatening manner;
- Vandalism of personal property;
- Intimidation and threats in general.

The above list is not exhaustive and only serves as a guideline.

2.5 Victimization

Victimization is where an individual is given less favorable treatment than others in the same circumstances because s/he has made an allegations or complaints. There are wide-ranging forms of victimisation including making life difficult for a person, general unpleasantness and

blocking opportunities for promotion.

3. Procedures

If an individual believes that they are the victim of bullying or harassment they should:

- Remain as calm as possible;
- Record the incidents including dates, times, what was said or done during the alleged incidents and if there were any witnesses;
- Write down how the incident of bullying or harassment made them feel;
- Try to confront the bully / harasser, inform them that their behaviour is unacceptable and ask them to stop;
- Talk to a colleague, Line Manager or a member of the Staffing Sub-group about the incidents;
- Keep copies of any materials received from the perpetrator(s), as this may be needed at a later date;
- Read the Dignity at Work Policy;
- Not feel that they have encouraged this behaviour or that it is their fault.

3.1 Informal Procedures

If possible, allegations of bullying and harassment should be dealt with informally. Many instances can be managed effectively and in a confidential and sensitive manner through the informal procedure. The person concerned may be unaware that his/her actions are inappropriate or that their actions could be misinterpreted.

If possible the recipient of the harassment, sexual harassment or bullying should approach the alleged perpetrator(s) and explain clearly that the behaviour in question is unacceptable. The individual should also inform / remind the alleged perpetrator(s) of the Centre's Dignity at Work / Bullying and Harassment Policy and advise them that a formal complaint will be made if the behaviour in question continues.

The recipient may approach their Line Manager or a member of the Staffing Sub-group for support in approaching the alleged perpetrator(s) or for advice if they are unsure whether the behaviour constitutes a form of bullying / harassment.