

Deep Dive Session wrap up

What Constitutes Bullying?

We recently completed our Deep Dive sessions in Melbourne and Sydney where we focused on the topic of What Constitutes Bullying?

Whilst there are definitions for bullying on websites it really comes down to how each individual is made to feel dependant on the situation they are exposed to, and what can we as leaders, and colleagues do to prevent individuals feeling like they are being bullied?

Everyone reacts differently to a situation they are faced with, and there is no one way that bullying can be dealt with, it is not as easy as creating an umbrella rule to resolve all circumstances, however, it was agreed at our Deep Dive sessions that **communication** plays a key role in resolving an issue. It is important to communicate with both parties involved in the issue, clarifying with each how the other person feels, as at times the person perceived as being the bully may not be aware how their actions are affecting the other person.

Be aware of your surroundings, are your actions being misunderstood? Could that be taken as offensive? Exclusion could make someone feel like they are being bullied, whether this is intentional or not, get to know those around you, make them feel welcome. We spend a large portion of our week at work, ensure that your colleagues and your team are made to feel that they belong there. If you feel like you are being bullied, **assess the context in which the situation is being executed**. Are you being singled out? Is it in a hostile environment? **If you feel that you are being mistreated, reach out to have a conversation and see if it can be resolved. Ensure you record every instance you believe this has occurred**, keeping a detailed record to be able to take to your manager or your HR Department.

During the session we discussed the importance of managers getting to know their teams and making them aware of how you operate, this will also enable you to learn what their expectations are and be better equipped to handle any conflicts that may arise. You need to engage with your team and ensure **any conflicts are discussed and resolved**. Do not leave an issue to manifest until it is too late!

We concluded that whilst we would not solve the issue of bullying, the most important thing to remember is to have respect above all else. Being mindful of what people may be going through and how your actions may affect them and **always** keeping a line of communication open.



Circle sessions wrap up

We have completed our final Circle Sessions for 2018 in Melbourne and Sydney. These sessions were a great opportunity for all attendees to discuss any topics or issues they are facing, and we walked away with some great insight.

At our sessions we discussed topics such as **managing conflict with stakeholders** where attendees provided some great insights and tips:

- Building relationships with key stakeholders that will contribute to your role and help you achieve your goals
- Having a stakeholder management plan where you enable yourself to form relationships with people – set a weekly goal as to how many people you will connect with on LinkedIn
- When it is a task that requires stakeholder contribution or approval, be mindful of timeframes, they may have other tasks that need priority so give them ample time



How do you say no when you can't complete a task, or do not have the capacity to complete?

- Be clear about your priorities – explain that you will have to go to your boss to seek advice on what tasks need to be prioritised
- When possible, go and speak to the individual requesting the work face-to-face. Emails can be misinterpreted, and the wrong tone may come across
- Be mindful that you still need to uphold your personal brand. Saying no to someone may lead them to complain and taint your personal brand. Be clear, understanding and try to come to a compromise if the timeframe they have given is unachievable
- Share recognition with stakeholders of all involved that have helped achieve the task

How to stay motivated during this period of change in the industry:

- Building relationships and hold team activities to increase motivation
- Re-engineering yourself – spending a couple of hours to reaffirm why you're doing what you do
- Recognition and celebrating the little wins with your team
- Get yourself involved in training for other departments, this will reinvigorate why you do what you do
- Ensure you set up a culture where you celebrate everyone's wins, no matter how big or small to ensure they are being motivated
- Remind yourself of the good that the industry is doing and that this is a good chance for everything bad to be fixed and turned into something good
- Have an outlet outside of work that you look forward to and will recharge you for the next week
- TIP: Turn your phone off at 5:30pm on a Friday and do not turn it back on until Sunday morning. At first, this will be challenging but it will enable you to remove yourself from your work and recharge

We also discussed how to manage the team's motivation when your boss isn't:

- Take the responsibility and sit down with your boss to explain to them why you think you should do a certain team-building exercise and how you think this will benefit the team and their overall productivity
- Drive the change and eventually it will rub off on people
- Don't underestimate how much value you are adding

Preparing for an internal role that has been advertised externally:

- Treat yourself as an external candidate and go into the interview as though the interviewers do not know you
- Prepare to the level that you would prepare for an external interview
- Show your enthusiasm, passion and go in to win it
- Achievements must equate to productivity or value, when stating your achievements in your resume, if you can still answer the question "So what?", you have not explained enough
- Prepare questions that you should ask the interviewer, just like an external candidate would
- Consider how your persona will change when going from a team member to a leadership position and what value you will add to this role

If you would like to attend any of these sessions please check out our schedule for upcoming dates at fewau.com/circle10-circle2