



Workplace Bullying & Harassment

Listening Package



Listening Package

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Lesson Objectives

- Identify the impacts of workplace bullying
- Describe roles and responsibilities in regards to workplace bullying/ harassment
- Identify procedures for reporting incidents and conducting investigations into workplace bullying/ harassment
- Be able to get more information about workplace bullying/harassment

Instructions for the Teacher

These listening tasks support the video attached to the Workplace Bullying & Harassment Lesson Module available at www.wiki.clicklaw.bc.ca.

The following listening tasks have been modelled on the *CLB 7-10 Exit Assessment Tasks* that CLB 7/8 students take to progress or exit their programs. You may choose to use the tasks in a variety of ways:

- **As a practice test**
 - do not allow dictionaries or other supports
 - give each student a copy of the listening task
 - read the instructions
 - play the video twice through without stopping, pausing for 30 seconds between viewing
 - gather the tests and score them
- **As listening skills development**
 - generate interest and activate prior knowledge
 - set a gist task (Who? Relationship? Mood?)
 - watch, confer with small groups
 - watch, stop, predict, confirm
 - give listening tasks (below)
 - watch, confer with small groups
 - discuss content of videos
 - role play a related workplace situation
- **As self-study**
 - assign as in-class, online or at home work

Video Script

Alice: Guess who came into my office again today?

Tom: Jim?

Alice: Yep, that guy's such a piece of work.

Tom: Is he still ticked off that you applied to the same marketing position?

Alice: Yea, oh yea, I could literally see steam coming out of his ears. Do you know he said that that job is his – and that it's time that he started getting recognition around here. He even said that he was going to go and start telling people about my problems at home. Ya, and when he was done telling his version of my family life they wouldn't want me for the role or possibly any job here.

Tom: Wow, that's awful!

Alice: He's a bully . . . but I just don't know what to do about it anymore. I mean I've tried reasoning with him but he all he cares about is getting the position at any cost, even at the cost of my reputation which I've worked long and hard to have at this company.

Tom: Did you talk to Sam at Human Resources about this?

Alice: No – do you think I should?

Tom: Well, that should be your first step, yes and, I mean, bullying is harassment and you shouldn't have to put up with that.

Alice: Well what if it doesn't work?

Tom: You know if he carries on with the behavior then you should go to WorkSafe BC, they take harassment very seriously so they'll help you with the bullying. Here, check this out (*puts forward resource*).

Alice: (sighs) Well, I mean, it is a weight off my shoulders – knowing that there is actually something I can do about bullying and harassment.

Tom: Good, well you know he has no right to harass you and bully you at your work for his own selfish desire. And you're good worker and an asset to this company, and you have the right to be free of harassment and bullying at your place of work

Alice: I mean you're right Tom I'm just going to call Sam, I'm going to make an appointment for this afternoon

Tom: Good because you know bully's get away with their behavior because nobody calls them out on it, so don't let him push you around, you deserve that promotion as much as anybody else

Alice: Thanks Tom

Listening Tasks

TASK A

A Workplace Problem

You will watch a video of two coworkers discussing a problem one of them is having with another coworker. You will watch the video twice. As you watch, answer the questions. You have 30 seconds to read the questions before you listen.

Instructions: Circle the correct answer or fill in the blanks for each question or statement.

Score: /10

Questions

1. What is the woman's main problem?

2. What does Jim want the woman to do?

- a) He wants her to apply for the new position.
- b) He wants to talk to her about getting recognized for what he does at the company.
- c) He wants her to give up on the new marketing position.

3. What did Jim do when he went to the woman's office?

- a) His ears were very hot.
- b) He threatened her.
- c) He told their co-workers about her family problems.

4. What does the man mean when he says, "Is he still ticked off"?

- a) Is he still angry?
- b) Is he still not satisfied?
- c) Is he still bothering you?

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5. What department does Sam work in?
 - a) The Marketing department.
 - b) The Personnel department.
 - c) The Accounting department.

6. What is one of services that WorkSafeBC offers?
 - a) They can help deal with bullying and harassment.
 - b) They can offer assistance for family problems.
 - c) They can offer fair workplace promotions.

7. How does the woman feel about her problem after talking to her colleague?
 - a) She is happy to build better relationship with her co-workers.
 - b) She is pleased that she is going to be promoted.
 - c) She feels relieved to know that there might be a solution to her problem.

8. How does Tom describe the woman?
 - a) She is diligent.
 - b) She is selfish.
 - c) She works too hard.

9. What is the woman probably going to do next?
 - a) Call WorkSafeBC.
 - b) Contact Sam.
 - c) Talk to Jim about her problem.

10. Bullying continues because _____.
 - a) some people call their bullies.
 - b) few people take the initiative to report it.
 - c) the procedures for solving the problem of bullying are complicated.

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TASK B

Instructions: Complete the chart by checking the description of each person - **one name only for each description.** **Score /6**

	Sam	Jim	Woman	Tom
Hard working				
Self-centered				
Works in the personnel department				
Gives advice on what do to about bullying in the video				
A real piece of work				
Is being harassed at work				

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Listening Tasks: Answer Key

TASK A

Instructions: Circle the correct answer or fill in the blanks for each question or statement.

Score:

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Jim / workplace bullying and harassment
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Self-centered		√		
Works in the personnel department	√			
Gives advice on what do to about bullying in the video				√
A real piece of work		√		
Is being harassed at work			√	