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Bullying Conference Nov 2008

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Communications

# What is CUSN?

- CUSN a charity established by Teacher Support Network, in partnership with UCU to improve the wellbeing of all working in the adult, further and higher education sectors
- Free and confidential services available to serving, former and retired FE/HE staff and their dependents (including same-sex partnerships)
- Plus employees and former employees of UCU, AUT and Natfhe



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**Free**

**Online**

**365 days a year**

**24/7**

**Complements union support**

**Confidential**

**Telephone**



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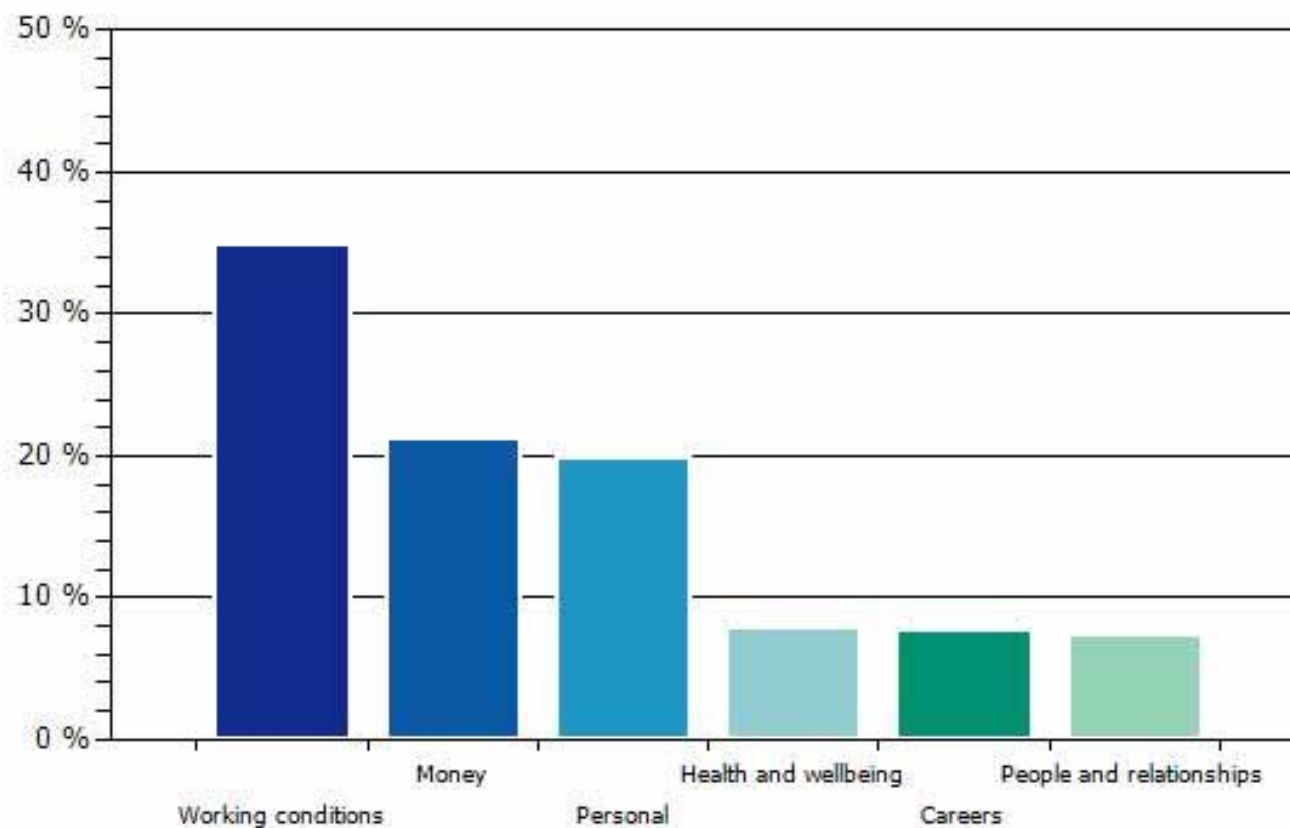
# CUSN services

- 24/7 telephone support line
  - Financial assistance (grants/loans)
  - Money and financial advice/support
  - Counselling and emotional support
  - Coaching and mentoring
- [www.cusn.info](http://www.cusn.info)
  - Self-help InfoCentre
  - Ask A Question
  - Online coaching



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# Top issues for callers Nov 07 - Oct 08



# Top factsheets 2008

- 1. Seven types of difficult people**
- 2. Dealing with stress**
- 3. Tips for managing your time and workload**
- 4. Your teaching CV**
- 5. Time management matrix**
- 6. Healthy and unhealthy cultures at work**
- 7. Interviews: what not to wear**
- 8. Returning to work after a personal crisis**
- 9. Understanding stress**
- 10. What should I do if I am being bullied at work?**



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# Types of bullying

- **Criticism and threats**
  - “There seems to be a deliberate action to consistently refuse to acknowledge anything I do or any value I have for the organisation.”
  - “I was constantly subjected to abuse and undue criticism in front of colleagues and pupils.”
- **Different rules for different people**
  - “It seems as if everyone else can get away with anything, but as soon as I put a foot wrong [he] is on my case.”



## Types of bullying 2

- **Excessive monitoring**
  - “I know performance has to be monitored, but I am being exposed to excessive and unreasonable supervision and scrutiny on a daily basis.”
- **Unrealistic expectations**
  - “I am constantly being allocated additional workload and responsibility.”
- **Obstructing career progression**
  - “I know I need additional training to fulfil my role, yet every request for this is met with a refusal.”





## Types of bullying 3

- Bullying and discrimination e.g. racial bullying, homophobic bullying
- Cyber-bullying
  - Comments posted on student forums or social network sites
  - Emails from colleagues and students



# Advice from CUSN

- Keep a diary or log each occurrence and the facts e.g. time, dates, witnesses of the behaviour, if you hand this over to your manager you should keep a copy for yourself.
- If you are being bullied or harassed via emails, letters or memos keep copies for evidence.
- Speak to your union or workplace representative as soon as possible – they will accompany you to meetings with your manager if you want them to.



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## Advice from CUSN 2

- Let your line manager know as soon as you can, as they have a responsibility to resolve the issue.
- Keep a copy of meetings with your manager and always have a brief meeting with your union representative after the meeting.
- Let the person/s doing the 'bullying' know in writing that you find their behaviour unacceptable – if you don't feel able to do that, then ask your union rep to write to the person/s for you.



# Case study - how we can help

Amanda was a lecturer in a Further Education College and has been teaching for around 12 years. She was off work with stress as a result of being bullied by a colleague. Her UCU rep referred her to CUSN as she wasn't sure what to do next.

Amanda had previously spoken to line manager about situation. However after the manager spoke to her colleague about the situation, Amanda felt that the bullying and intimidation had got worse.

She really wants to return to work and feels useless because she hasn't done anything about the situation.

# Case study - how we can help

The CUSN coach listened to the Amanda's thoughts and feelings and reflected them back to her to help clarify the situation.

The coach reassured Amanda that she has done something about this situation including speaking to her manager, speaking to her union rep and contacting CUSN to discuss what can be done and to gain extra support. Amanda realised that she has been pro-active and now needs to step this up as the situation needs to change so will look further into the union's advice.



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# Case study - how we can help

It was also suggested by the coach that Amanda look at the fact sheets on the CUSN website for further advice and tips on dealing and coping with difficult people while deciding what step to take next. The coach also suggested that writing down her thoughts and feelings would help her to decide what to do next.

By the end of the session, Amanda felt less overwhelmed than she did at the beginning of the session as she realised that there are a number of proactive options she could take in dealing and coping with the bullying. She said she would contact UCU again to discuss their advice further and felt reassured knowing that she could call back and speak to CUSN at anytime.



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[www.cusn.info](http://www.cusn.info)