The role of line management in tackling bullying:
What’s your best practice?  25.6.18
Welcome to the meeting

Jon Restell

Workforce Issues Group Co-Chairs

Simon Arden-Davis
Workforce Issues Group
- Priority Areas

• To identify, share and promote good practice where organisations have supported and developed Line Managers to tackle bullying

• To identify and raise awareness of the impact of bullying on patient care, working in partnership to share findings from organisations. Identifying potential gaps in knowledge and commissioning new research with support from partners.

• Connecting more of the system to itself, staying aware of actions being taken by ALBs, Trade Unions and Regional Social Partnership Forums that may be shared to inspire further activity.
Tips for using GoToMeeting

Be yourself
Act like it’s a meeting
Mute your mic if noisy
Use the chat box
Listening is ok
Questions are good
Curiosity

Confidentiality

Creativity

Co-creation

Courage

Challenge
Aims of Today

- To identify, share and promote good practice where organisations have supported and developed Line Managers to tackle bullying
- To consider the evidence base for line managers’ role in tackling bullying
- To identify key points to share with the wider NHS
Sharing our experiences

Questions to think about

• What was the situation you faced?
• How you identified the situation e.g. what data did you collect, what interviews did you conduct etc
• What did you do to address the issue
• How did you support line managers to create a respectful workplace culture that reduces the level of bullying?
• How did you decide on what to do?
• What was the outcome?
• What is the current situation i.e. is improvement being sustained?
Making sense of your experiences

In general, I notice...
In general, I notice...... but......
On one hand....... And on the other hand......
I am really surprised that.....
I wonder......
## Analysing our experiences

<table>
<thead>
<tr>
<th>What worked well?</th>
<th>What didn’t work so well?</th>
</tr>
</thead>
</table>

What does the evidence say?

- There is a link between the level of management support to employees and the level of psychological distress & workplace bullying.
- Supportive work environments protect individuals from some of the harmful effects of bullying.
- Organisational climate is strongly influenced by the behavior of managers and their commitment to supporting (or not) the wellbeing of staff.
- Managers act as role models for employees who then reflect their behavior and values.
- Managers need good interpersonal skills to help identify and deal with incidents of bullying quickly.
- The role of managers is crucial to lend support and credibility to interventions and create a culture in which negative behaviours are challenged.
- Training targeted at managers needs to be relevant and tailored to the local context.
What do we share?
Next Steps

• Follow up with volunteers who would like to tell their stories in more detail

• Share key points with wider NHS colleagues

• Shift focus to impact on patients
JOIN OUR NEXT VIRTUAL MEETINGS:

**Wednesday 12 September, 13:00-14:30**
Raising awareness of the impact of bullying on experience of patients

**Tuesday 29 January, 10.30 – 12:00**
Connecting the system and sharing our stories
Thanks for being part of the meeting today.