



CANTERBURY EMPLOYERS' CHAMBER OF COMMERCE

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'What Does a Respectful Workplace
Look Like?

How to Manage Bullying and
Harassment in the Workplace'



Positive Workplace Culture

- Introduction to workplace culture
- What is unacceptable behaviour and bullying
- Case studies
- What the law says
- Responding to unacceptable behaviours
- Features of a positive culture



Positive Workplace Culture

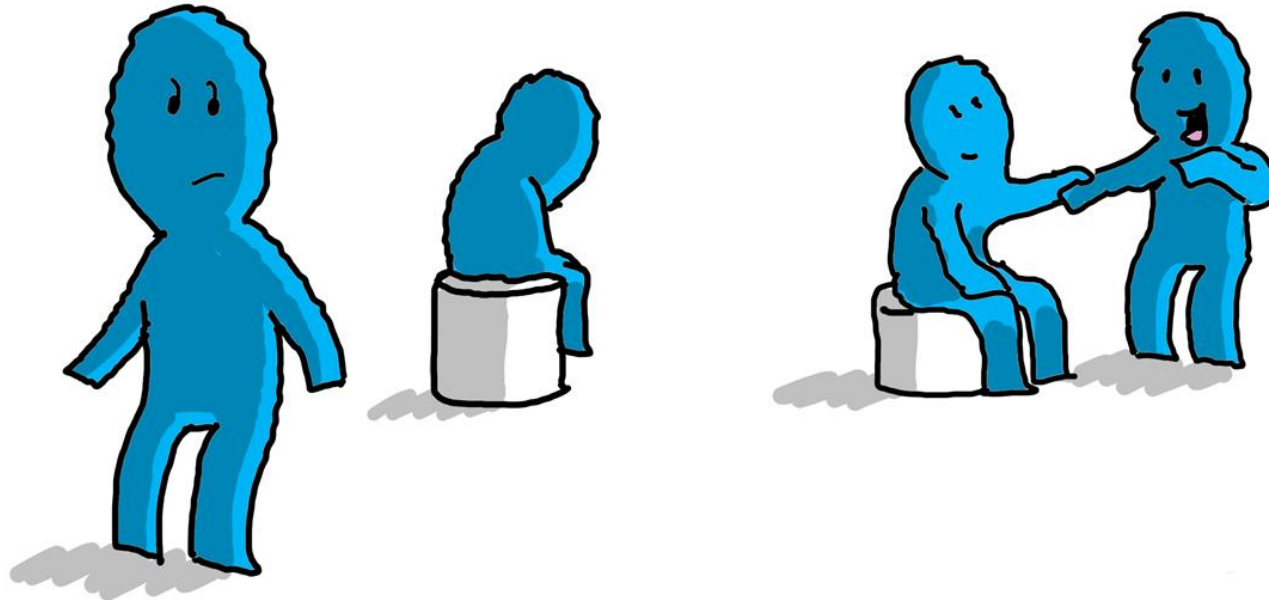
Workplace Culture

- Respect
- Inclusiveness
- Effective leadership
- Constructive working relationships
- Good policies and procedures

Workplace Culture



Bystanders INTO Upstanders



LeLIEVRE



Exercise – pair up



Who makes workplace culture?

What can you do?



Definitions – Bullying



Repeated and unreasonable behaviour towards a worker or group of workers that can lead to physical or mental harm.



What it's not...



One-off or occasional instances of forgetfulness, rudeness or tactlessness
Setting high performance standards because of quality or safety
Constructive feedback and legitimate advice or peer review
Manager requiring reasonable verbal or written work instructions to be carried out
Warning or disciplining employees in line with the workplace's code of conduct
A single incident of unreasonable behaviour
Reasonable management actions delivered in a reasonable way
Differences in opinion or personality clashes that do not escalate into bullying, harassment or violence.



Harassment



General harassment could include any unwanted and unjustified behaviour which another person finds offensive or humiliating and because it is serious or repeated it has a negative effect on the person's employment, job performance or job satisfaction.

Case Studies

The Law



- Health and Safety at Work Act 2015
- The Employment Relations Act 2000
- The Human Rights Act 1993
- The Harmful Digital Communications Act 2015
- Harassment Act 1997
- The Crimes Act 1961



Good Faith is
at the Heart of
any
Employment
Relationship



PG Cost to Lose

	2019 Average	2018 Average
Hurt & Humiliation	\$12,288	\$10,360
Lost wages	\$17,035*	\$16,449*
Employer Legal Costs	\$23,848**	\$24,784
Contribution to Employee Legal Costs	\$4,025	\$5,096
Total	\$57,196	\$56,688

PG Cost to Win

	2019 Average	2018 Average
Employer Legal Costs	\$23,848**	\$24,784
Less employee contribution	\$4,267	\$5,369
Total	\$19,581	\$19,415

Trends in latest PG statistics

- Decisions in favour of employees has decreased slightly to 69%
 - Down from 73%
- Average hurt and humiliation has increased to \$12,288
 - Up from \$10,360 in 2018; \$8,711 in 2017; \$7,007 in 2016 and \$6,344 in 2015
- The total number of PG claims has decreased slightly to 214 claims
 - Down from 240 the previous year
- The most difficult PG to establish were misconduct-based
 - 51% success rate
- The easiest PG to establish were performance related
 - 75% success rate

Redundancy grievances also had a high success rate, with 67% of claims being successful and had the highest average H&H award at \$14,500



“If you see inappropriate behaviour, make it stop. Why is that so hard for us to do?”

Get in touch

Covid-19 Help Line: 0800 50 50 96

Chamber of Commerce

Business Support: 0800 50 50 96

Info email: info@cecc.org.nz

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