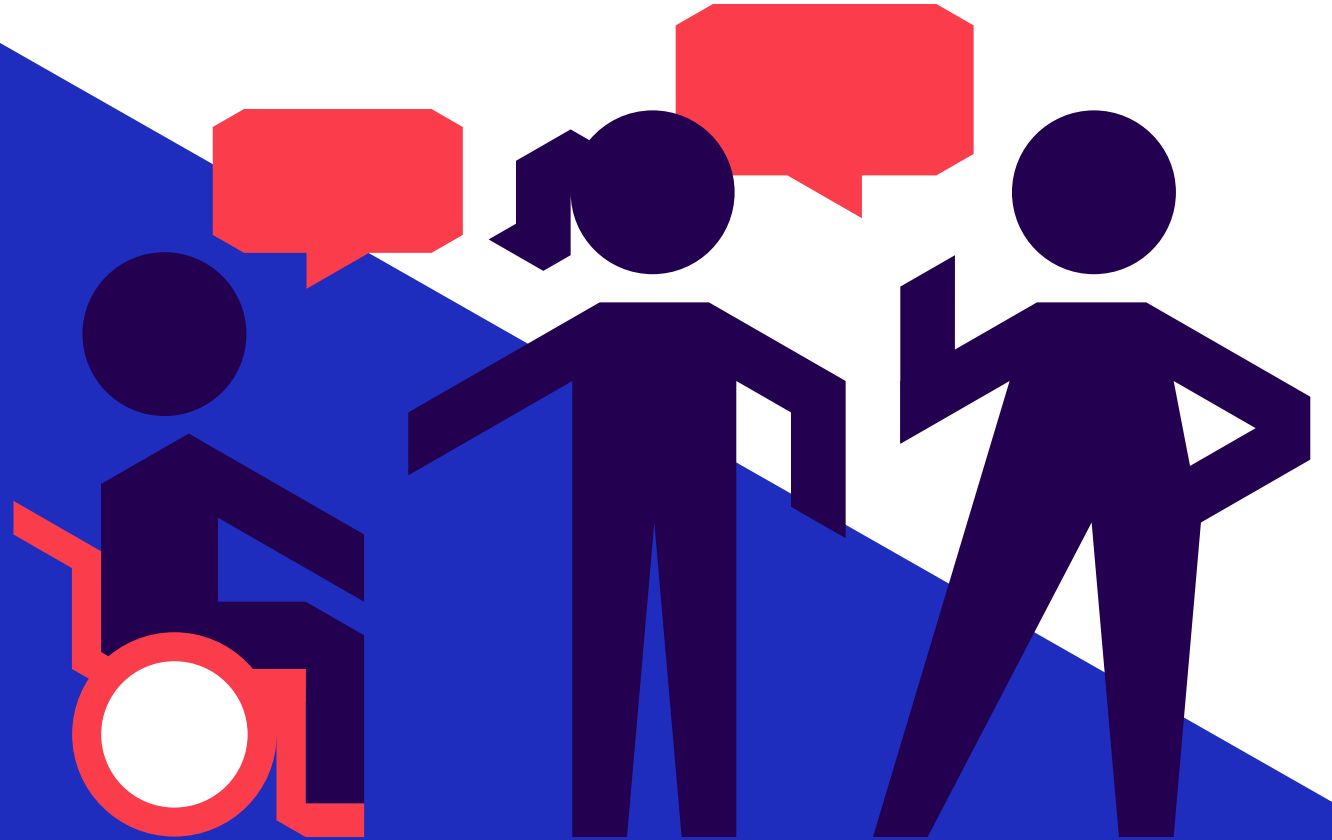
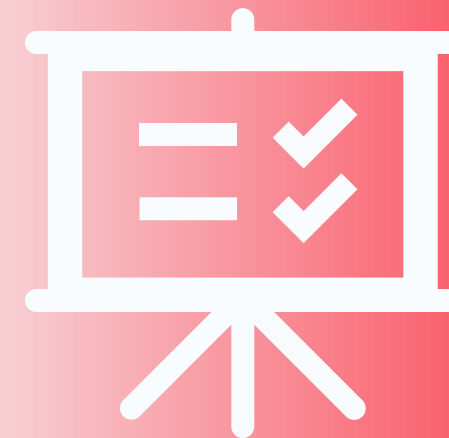


Module 2: What is violence and harassment at work?



Learning objectives

- ▶ Recognize the **prevalence** of violence and harassment at work.
- ▶ Understand the internationally agreed upon **definition** of violence and harassment at work.
- ▶ Identify the different **types** of violence and harassment and provide examples for each type.
- ▶ Distinguish between interactions that are **not** considered violence and harassment at work.



► How prevalent is violence and harassment at work?

1 in 5

**people
around the world
have experienced
violence and harassment at work**

► How prevalent is violence and harassment at work?

Figures from around the world

- Globally, 23% of people who work experience violence and harassment.
- In the US, 38% of women and 14% of men experience sexual violence and harassment at work
- 70% of health care workers in Malaysia have experienced verbal abuse
- 30% of women and 18% of men in South Africa are victims of unwanted sexual advances at work
- 90% of workers in Latin America's tv, film, and performing arts sector have experienced violence and harassment

National figures

- Please insert



► What is violence and harassment at work?

ILO Convention No. 190

- ▀ The term “violence and harassment” in the world of work refers to a range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual or economic harm, and includes gender-based violence and harassment.

► A comprehensive definition

Because it includes a “*range of unacceptable behaviours and practices*”, the definition in the Convention covers all situations

- Future forms of violence and harassment
- Violence and harassment across all cultures and contexts



**Unacceptability
of conduct,
practices or
threats**

=

**Behaviour that is
aimed at, likely to
result in, or
results in harm**

=

**VIOLENCE
AND
HARASSMENT**

► What is “harm”?

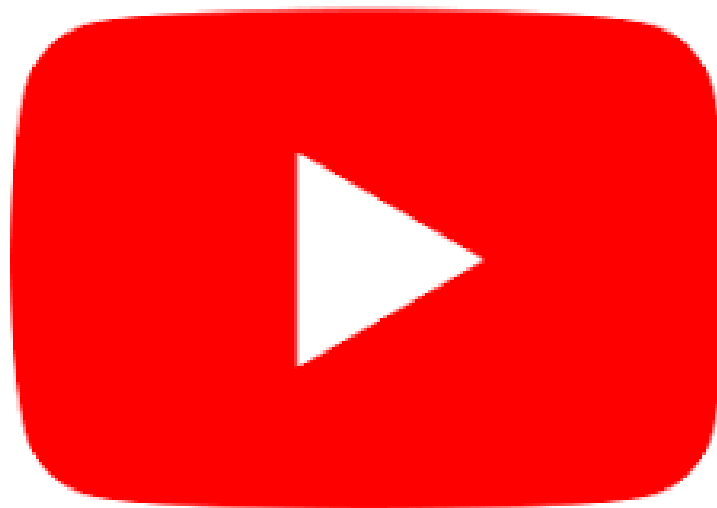
Types of harm

- Physical
- Psychological
- Sexual
- Economic

Different types of harm can occur at the same time, be vertical and horizontal, and involve third parties.

► An introduction to violence and harassment

The Canadian association
of construction industry
professionals (APCHQ)



► Scope

- All workers and others in the world of work, irrespective of hierarchy or contractual status
- Violence and harassment in the world of work occurring in the course of, linked with or arising out of work
- All sectors
- Rural and urban areas
- Formal and informal economy

**ANYONE
WORKING
ANYWHERE
ANYTIME**

Gender-based violence and harassment

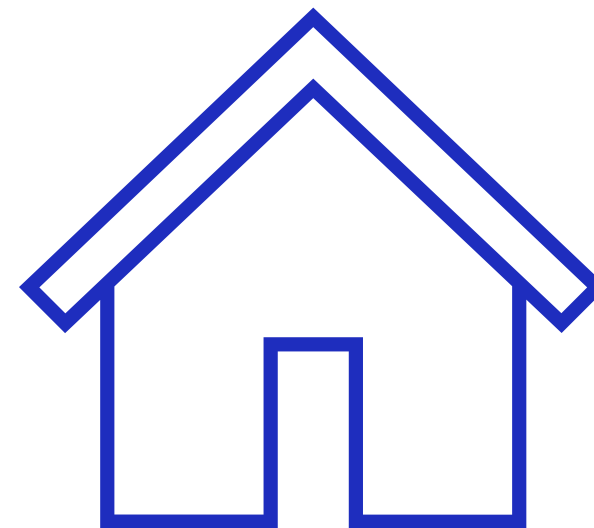
“violence and harassment directed at persons because of their sex or gender, or affecting persons of a particular sex or gender disproportionately, and includes sexual harassment”.

Examples:

- **Quid quo pro**
- **Hostile work environment**

▶ Domestic violence

- ▶ Convention No. 190 breaks new ground
- ▶ No longer seen as a “private issue”
- ▶ Negative spillover effects on the world of work
- ▶ More and more countries introducing legal provisions to mitigate impact of domestic violence on world of work



Examples of workplace violence and harassment

- 1 Physical harm
- 2 Psychological harm
- 3 Sexual harm
- 4 Economic harm

- ▶ pushing
- ▶ grabbing
- ▶ shoving
- ▶ tripping
- ▶ slapping
- ▶ biting
- ▶ scratching
- ▶ hitting
- ▶ kicking
- ▶ throwing an object

Examples of workplace violence and harassment

1 Physical harm

2 Psychological harm

3 Sexual harm

4 Economic harm

- ▶ Yelling, threatening, insulting, using hurtful remarks, offensive language or any form of verbal abuse.
- ▶ Making fun of someone's family, sexuality, gender identity, race, culture, education, or economic background.
- ▶ Making derogatory comments or taunts about a person's disability.
- ▶ Giving impossible goals and deadlines or pointless tasks that have nothing to do with the job.
- ▶ Deliberately changing work hours or schedules to inconvenience particular workers.
- ▶ Deliberately holding back information vital for effective work performance.
- ▶ Shunning, excluding, marginalizing subordinate or co-worker by excluding or stopping him/her from working with people or taking part in work-related activities.

Examples of workplace violence and harassment

- 1 Physical harm
- 2 Psychological harm
- 3 Sexual harm
- 4 Economic harm

- ▶ Sexual assault, rape, indecent exposure, stalking or obscene communication.
- ▶ Unwelcome physical contact including patting, pinching, tickling, stroking, kissing, hugging, fondling, bushing up against, cornering, or inappropriate touching.
- ▶ Asking intrusive questions about an employee's private life or body.
- ▶ Making insulting comments or jokes about someone's gender identity or sexual orientation.
- ▶ Repeated asking for dates despite being rebuffed.
- ▶ Asking for sexual favour in exchange for a promised job or promotion.
- ▶ Sharing or displaying sexually explicit pictures, videos, screen savers, or posters.
- ▶ Sending sexually explicit email or text messages.

Examples of workplace violence and harassment

- 1 Physical harm
- 2 Psychological harm
- 3 Sexual harm
- 4 **Economic harm**

- ▶ Any type of financial loss or damage that occur as a result of violence and harassment.
- ▶ Loss of income or property damages
- ▶ Medical bills due to injuries
- ▶ Restrictions in accessing financial resources, education or the labour market

▶ Exercise 4: Scenario 1

- ▶ Dan works in sales and has nearly finished his six-month's probation. It is his first proper job. His team manager has asked him to give the weekly sales report to Mike, the director. Mike glances at the disappointing results and shouts at Dan, saying that his inexperience is badly affecting the performance of his team and that he'd better improve if he wants to pass his probation. Dan leaves the offices and spends half an hour in a toilet cubicle to try and calm down. Future forms of violence and harassment.

▶ Exercise 4: Scenario 2

- ▶ Joy is Omari's boss. Joy often asks Omari to stay late to work together. Joy and Omari get along well. One evening Joy tries to kiss Omari, but he turns away and explains that he does not believe it would be appropriate. Joy stops asking Omari to work late. A few weeks later, she tells him that he will be transferred to another department.

▶ Exercise 4: Scenario 3

- ▶ John has worked for a telesales enterprise for a few months and had some afterwork drinks with his colleagues Faith and Yusuf. John told them that he currently takes medication for a mental health condition. The next day at work John walked in to find people around him whispering and laughing. Faith and Yusuf told John that everyone was just having a bit of fun, and they didn't know it was a secret. John's team now has an embarrassing nickname for John, whose work performance has dropped. He has used up all his sick days.

▶ Exercise 4: Scenario 4

- ▶ A group of male colleagues occasionally shares photos of topless women by email. Eduardo opens one of these emails and looks at the photo. Maria sits behind Eduardo and sees him doing this, not for the first time. She feels very uncomfortable and struggles to concentrate. Not everyone in the office notices, but some people do. Nobody reports.

▶ Exercise 4: Scenario 5

- ▶ Jana works in a coffee shop by herself. She serves a coffee over the counter to an obviously stressed customer. The customer spills a little bit of coffee on her jacket sleeve when she takes the coffee cup from Jana. The customer starts shouting at Jana, waving her arms, and making intimidating gestures, making out that it is Jana's fault, and that Jana should pay to have the jacket cleaned. Jana backs away in fright. The customer throws a nearby empty paper cup at Jana and leaves.

Exercise 4: Scenario 6

- ▶ A team manager called Alex anonymously receives a screen grab of the text messages below. The messages were exchanged between two of this team members, using their personal phones.

Hey! Thanks for the great report you submitted today. Well done.

Thank you 😊

Fancy meeting for a drink to celebrate?

Thank you for asking but I am at home

Oh, come on. Don't be boring. Just one drink.

As I said before, I prefer to keep our relationship professional.

That is difficult for me...Was going to tell you about an upcoming job opening I heard about.

Please stop texting me or I'll talk to Alex about it.

What do you think he will do? Don't threaten me.

Live with yourself knowing you are a liar.

▶ Important points to remember



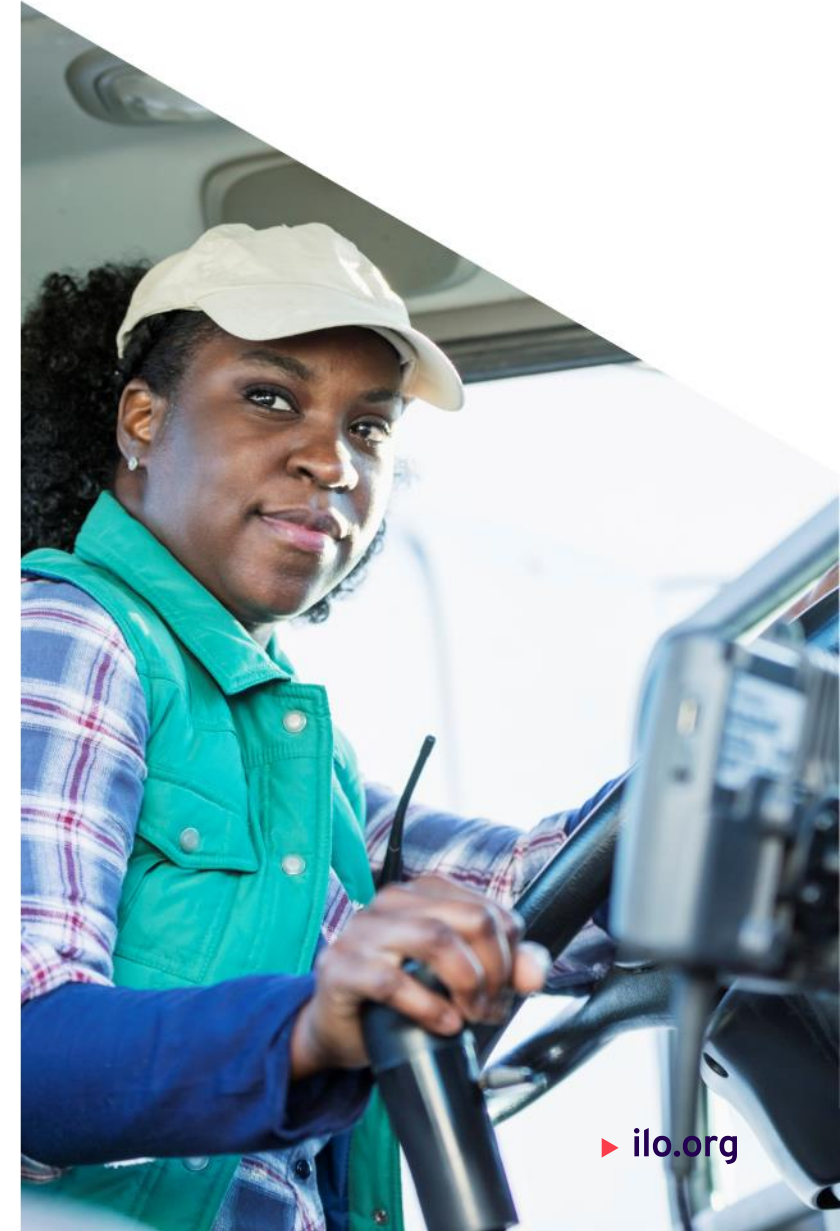
- ▶ All forms of violence and harassment should be taken seriously
- ▶ Violence and harassment can originate from internal and external sources
- ▶ Violence and harassment can be discrimination
- ▶ Forms of violence and harassment can change over time

► What violence and harassment at work is not

Interactions that are...

- courteous
- mutually respectful
- consensual
- noncoercive
- appropriate
- acceptable to, and welcomed by, both parties

...are not violence and harassment.



What violence and harassment at work is not



Day-to-day management decisions.



Objective, reasonable managerial actions carried out in a manner that is not abusive.



Legitimate comments and advice involving work assignments.



Implementation of enterprise policy or disciplinary action.

▶ Other relevant international labour standards include:

- ▶ ILO Discrimination (Employment and Occupation) Convention, 1958 (No. 111)
- ▶ ILO HIV and AIDS Recommendation, 2010 (No. 200)
- ▶ Occupational Safety and Health (OSH) related standards such as the ILO's Occupational Safety and Health Convention, 1981 (No. 155).

