

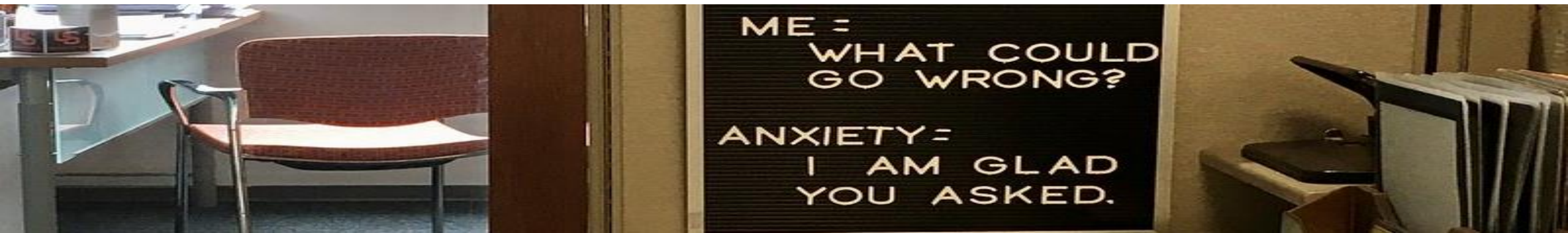


TOXIC RELATIONSHIPS IN THE WORKPLACE

Dysfunctions in horizontal
relations in the labour field:
description, typology,
consequences, intervention

Objectives of the module:

- Show the importance of human relationships in the workplace.
- Discover how toxic relationships work.
- Understand the dimension and effect of toxic relationships.

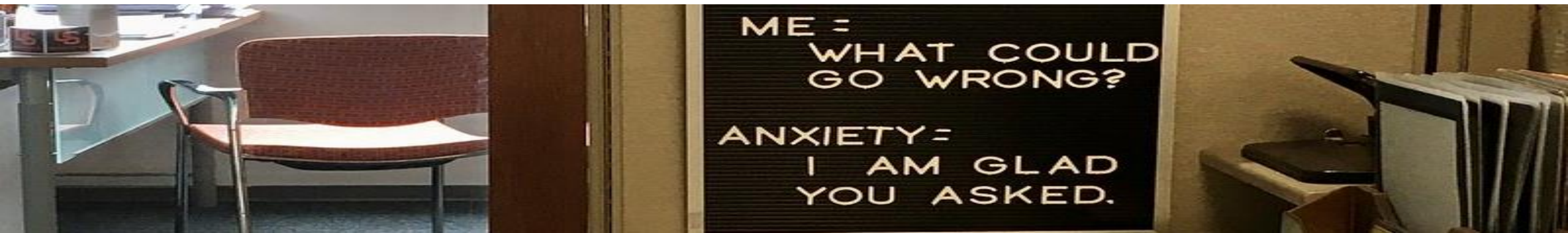


Aim:

- Detect and prevent toxic relationships in the workplace.

Objectives of the topic:

- Know the effects of horizontal toxic relationships in the workplace.
- Be aware of the impact of a toxic work environment.
- Assume responsibility in the prevention of toxic relationships.



Content

Toxicity in horizontal labour relations.

Mobbing and gaslighting concepts, types and effects.

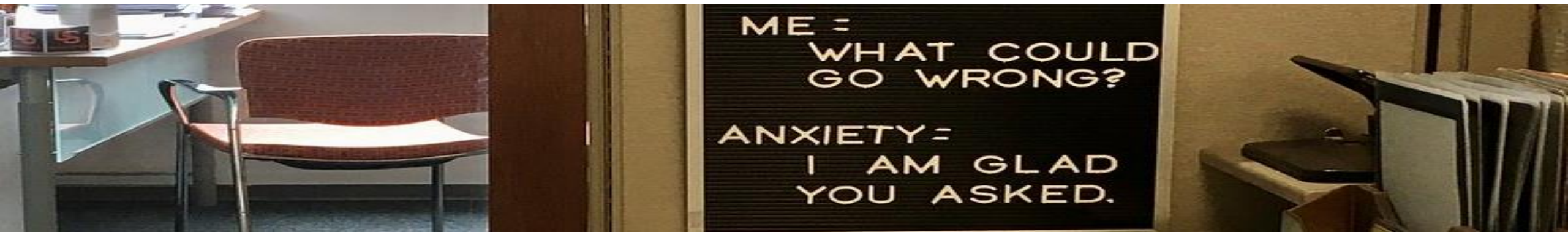
Toxic work environment, detection, consequences.

Activating profile of the horizontal toxic relations.

Toxic attitudes in the workplace.

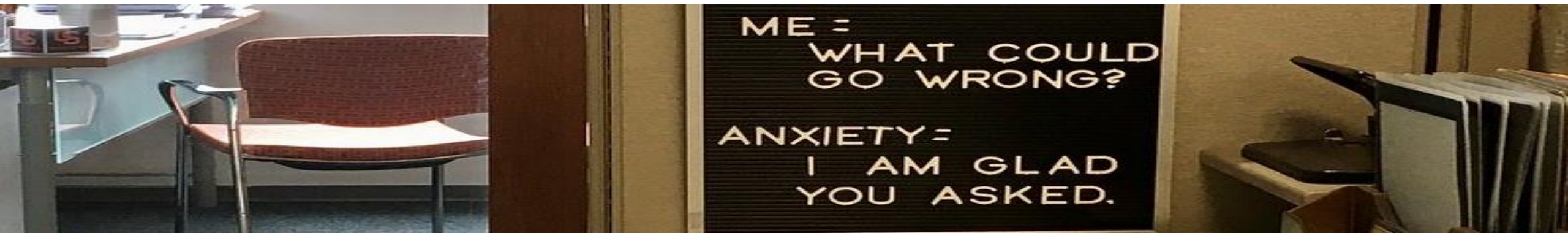
Prevention of toxic employee relations.

Assertiveness, feedback, recognition and confidence.



Horizontal toxic relationships in the workplace?

We can define them as those attitudes and behaviors that are destructive, harmful and noxious to the physical and psychological health of people, which are produced and directed to and between equals in an organization or company, expressed in phenomena such as mobbing or gaslighting, two kinds of bullying affecting interpersonal relationships.



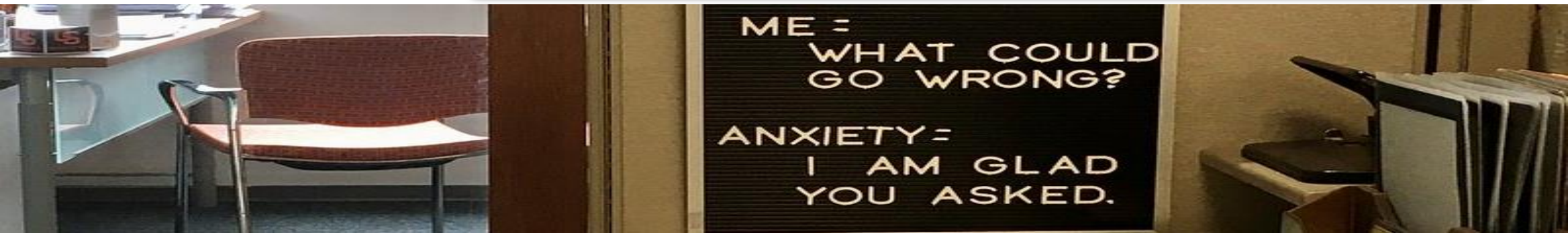
Mobbing

Phenomenon that occurs in the workplace.

An individual or several individuals exercise psychological violence.

Systematically and repeatedly.

About another individual or individuals in the same field of work.



Gaslighting

Gaslighting is about confusing the victim into believing that he/she is to blame for everything that happens, sometimes even questioning the sanity of the sufferer.



ME =
WHAT COULD
GO WRONG?
ANXIETY =
I AM GLAD
YOU ASKED.



Harassment at work according to hierarchical position



Horizontal mobbing

It is characterized by the fact that the stalker and the victim are in the same hierarchical rank.

Vertical mobbing

The stalker is at a higher hierarchical level than the victim or is at a lower level than the victim.



ME =
WHAT COULD
GO WRONG?
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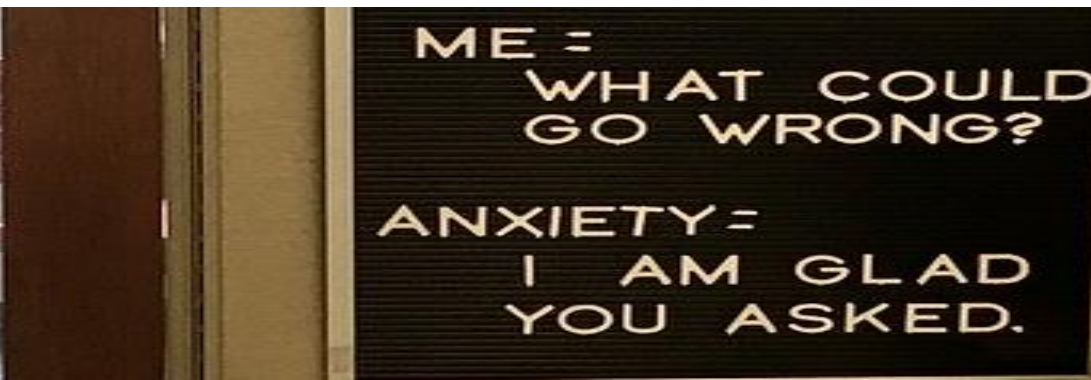


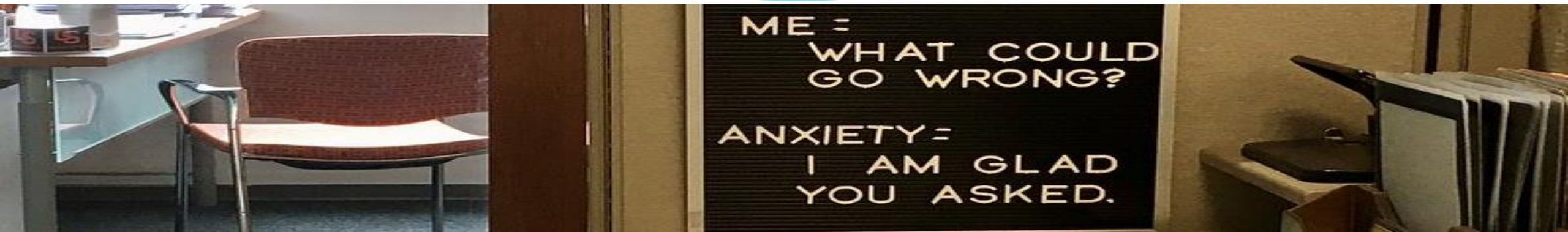
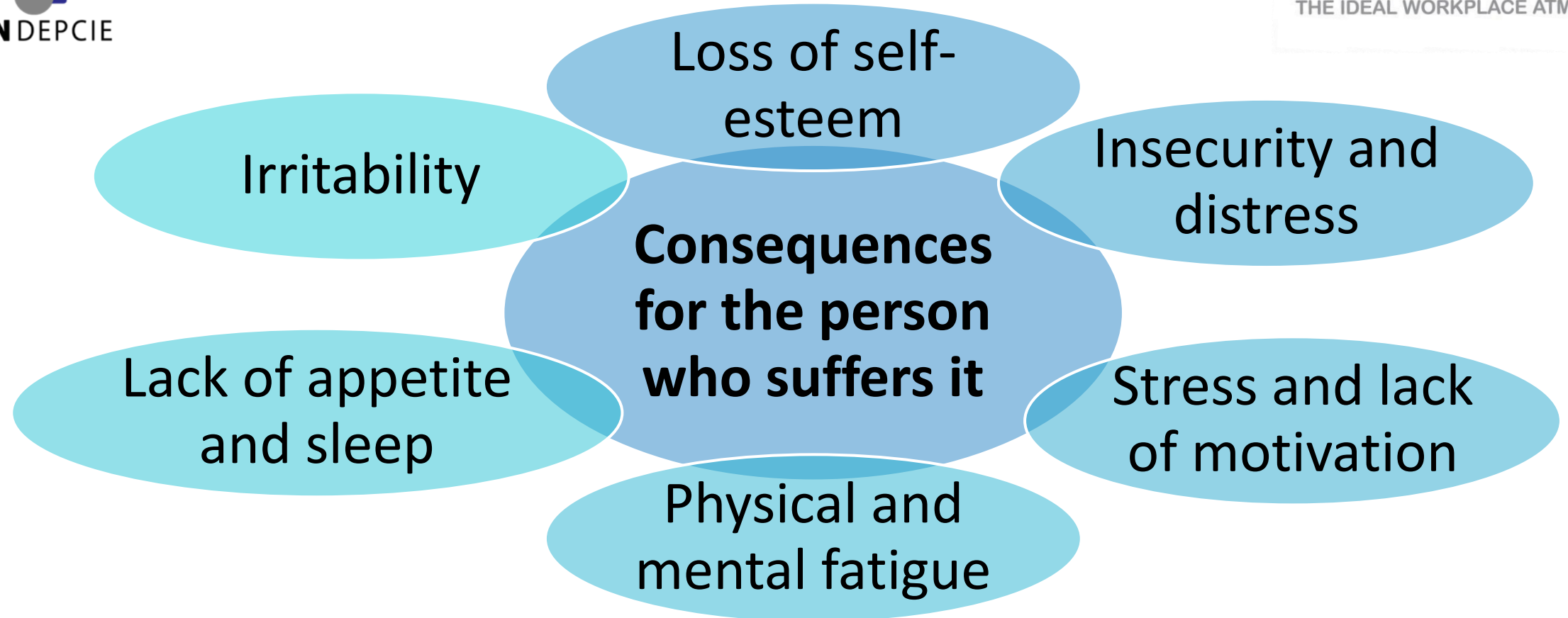
Harassment at work according to the objective

Strategic Mobbing: it is part of the company's strategy and the objective is usually that the harassed person terminates his contract voluntarily.

Perverse mobbing: it does not have an employment objective but the causes are found in the manipulative and harassing personality of the bully.

Disciplinary mobbing: used to make the person being harassed understand that they must "enter the mold".





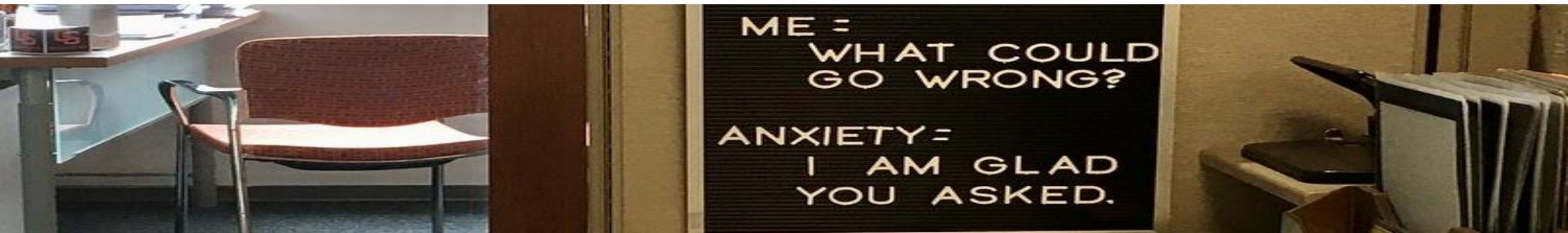
What is a toxic work environment?

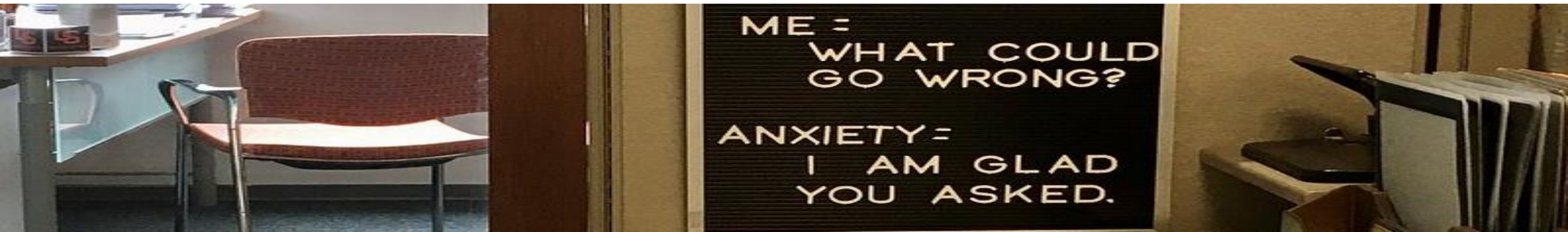
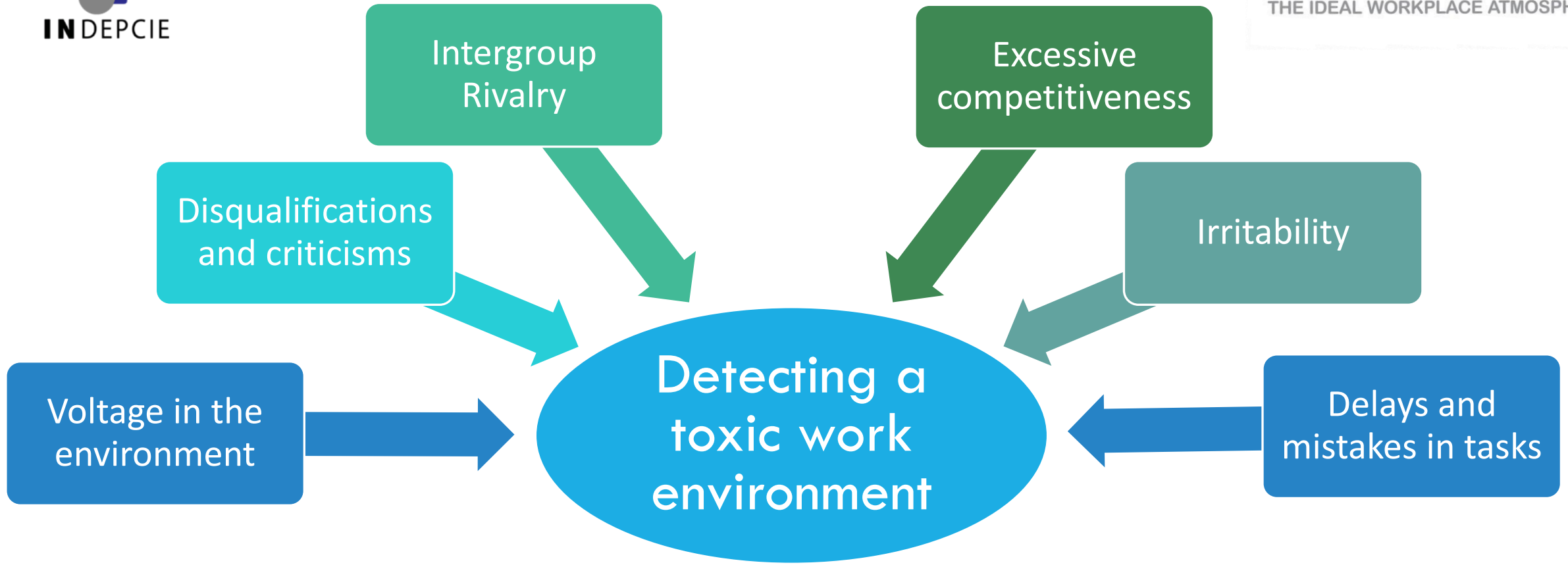
A toxic work environment is a work environment that is marked by personal problems among its various members, where drama, fights and other conflicts interfere with the productivity of employees.

Toxic Industrial Relations



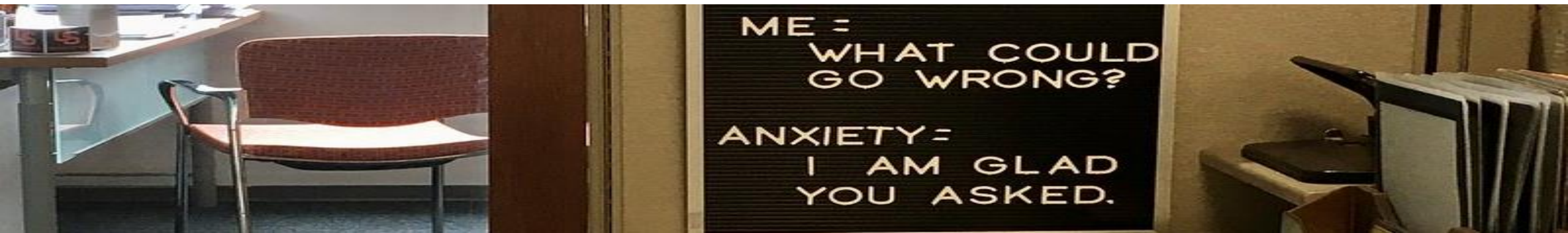
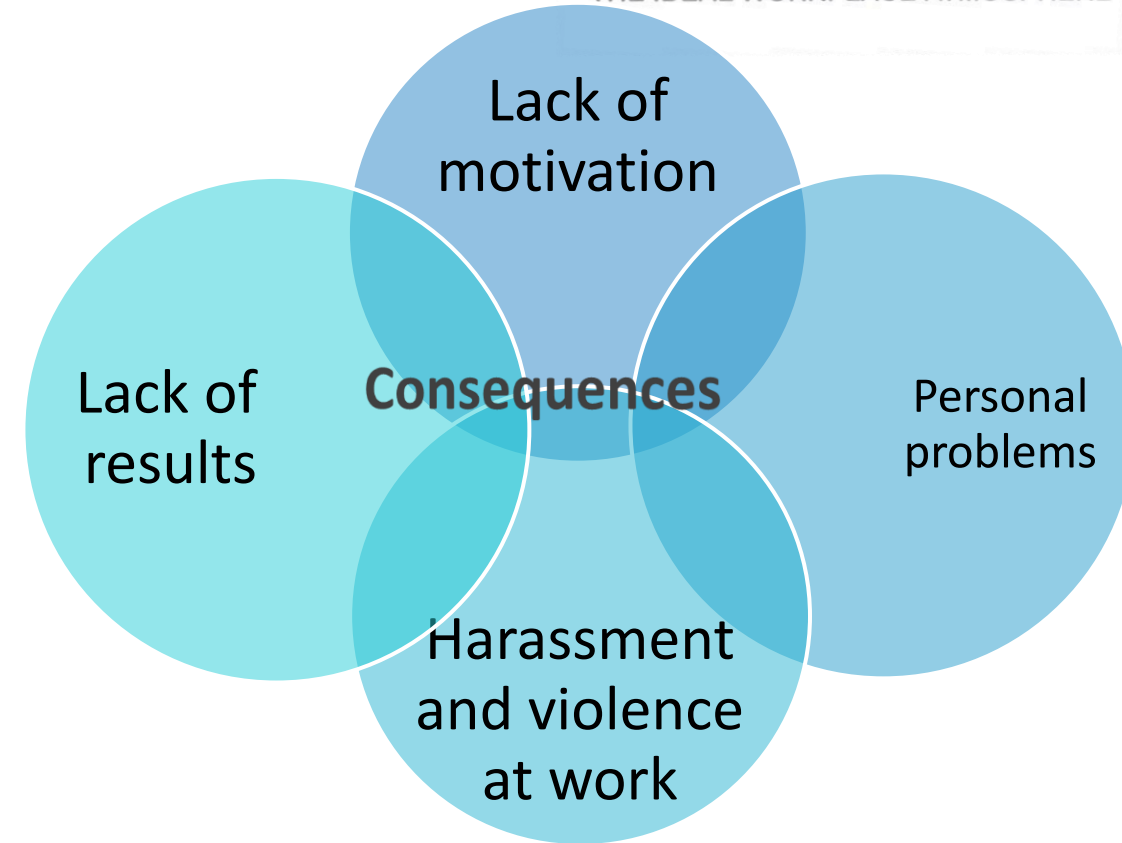
Toxic working environment





A toxic work environment

Workers, their problems and their concerns are not taken into account and they are expected to sacrifice their well-being for the good of their company and its goals.



The toxic profile
in horizontal
relations...

doubts the ability of his colleagues

speaks always in the negative and generates conflicts

does not assume your mistakes

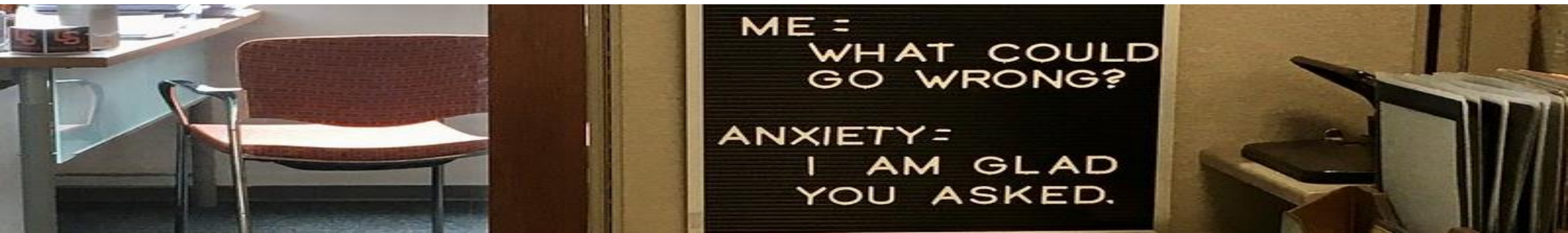
makes others responsible for the problems

does not collaborate

constantly changes moods and criticizes others

encourages and feeds rumors and gossip

manipulates and generates followers



Toxic attitudes in the workplace

Protagonism

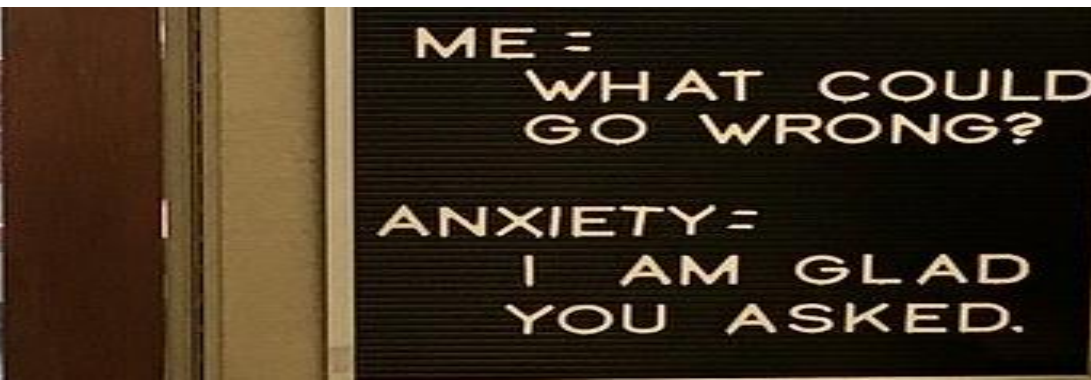
Owning the conversations, imposing views, criticizing those of others, high sense of competence, acting with malice aforethought to achieve their goals.

Gossip

Report irrelevant details or information that harms other colleagues.

Pride

It usually appears in people of high intelligence and a great deal of knowledge. They do not tend to listen to the opinions of others and dismiss the ideas of others easily.



Toxic attitudes in the workplace

Lack of self-control

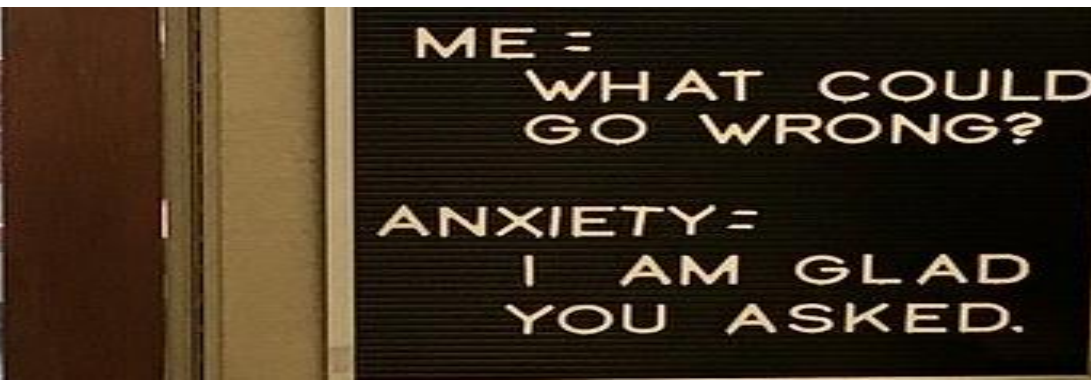
This is an explosive attitude that tends to express frequent emotional tantrums in scandalous and aggressive ways.

Negativism

Discourage the team, see the negative side of every situation, do not give new solutions, reject all proposals because of their potential failures.

Manipulate

Trying to get people on their turf and achieve one's goals at any cost.



Toxic attitudes in the workplace

Victimhood

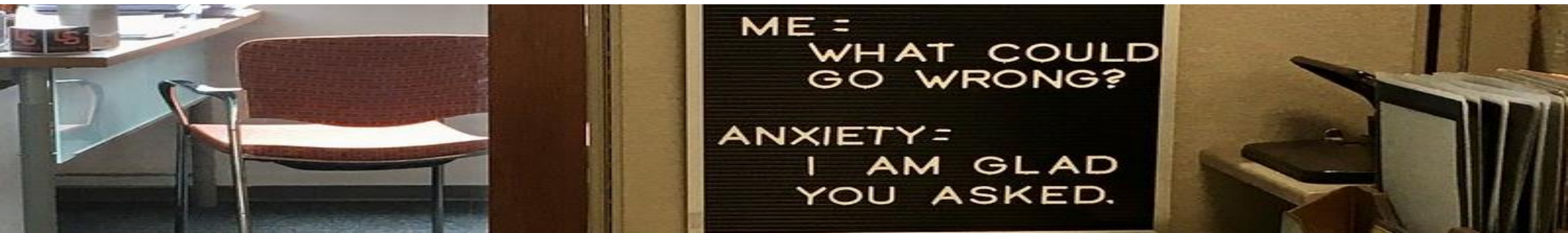
This attitude is associated with people who constantly complain, feel frustrated in their efforts, and stop acting, and simply complain.

Judge

This attitude has to do with very perfectionist people, setting unattainable standards and then judging others for not complying with them.

Preeminence

Associated with people with little knowledge, they constantly seek recognition by trying to make others think that they are great, they talk a lot and in an excessively loud voice.



Preventing toxic relationships between employees

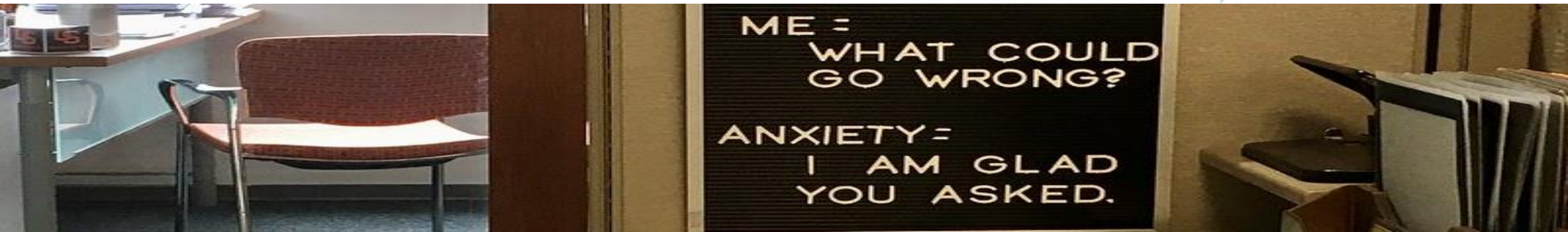
Promoting respect and assertiveness

Seek feedback from employees

Defining processes and tasks with equity

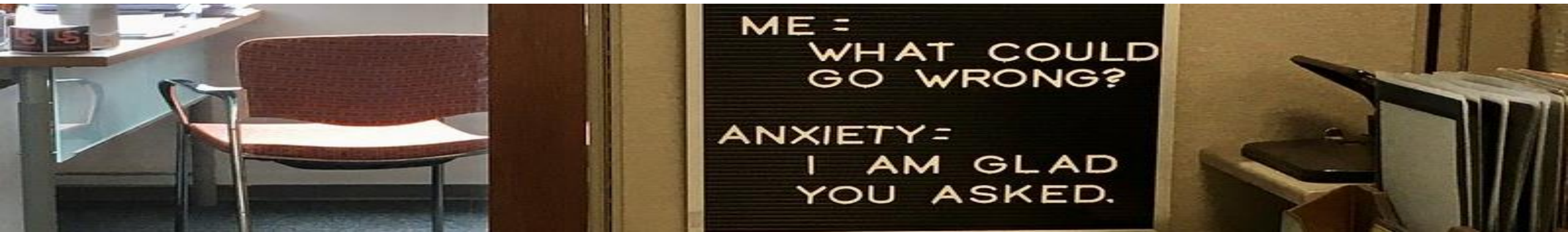
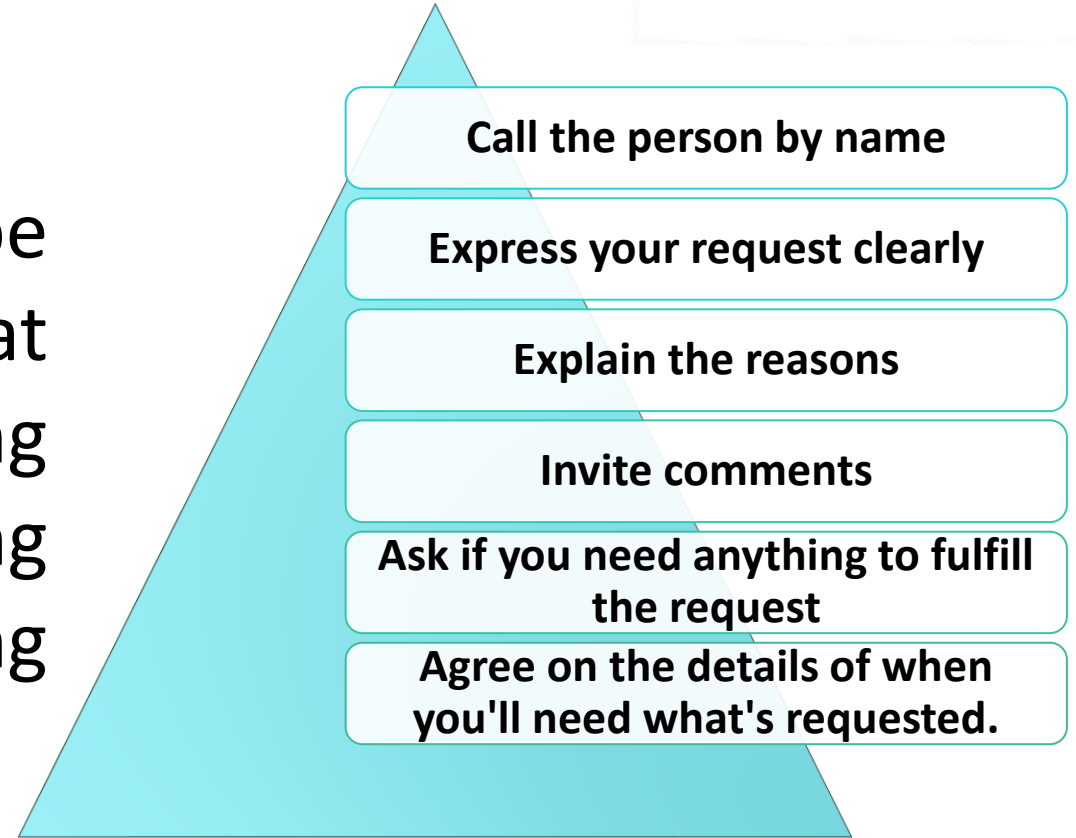
Recognize every employee.

Building trust



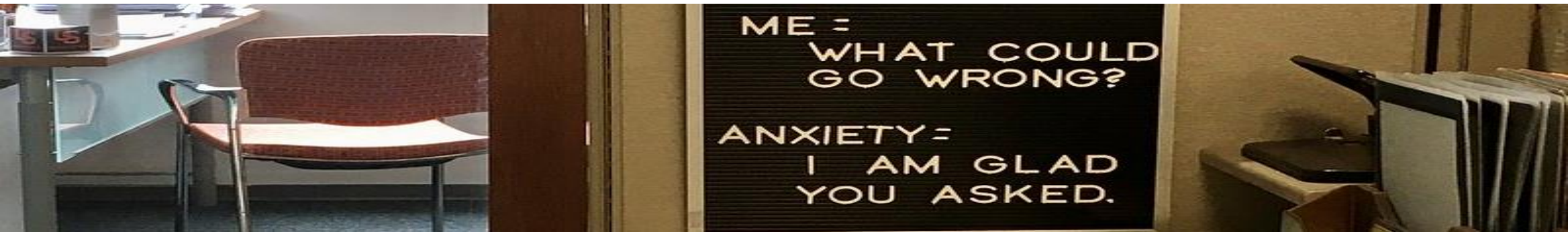
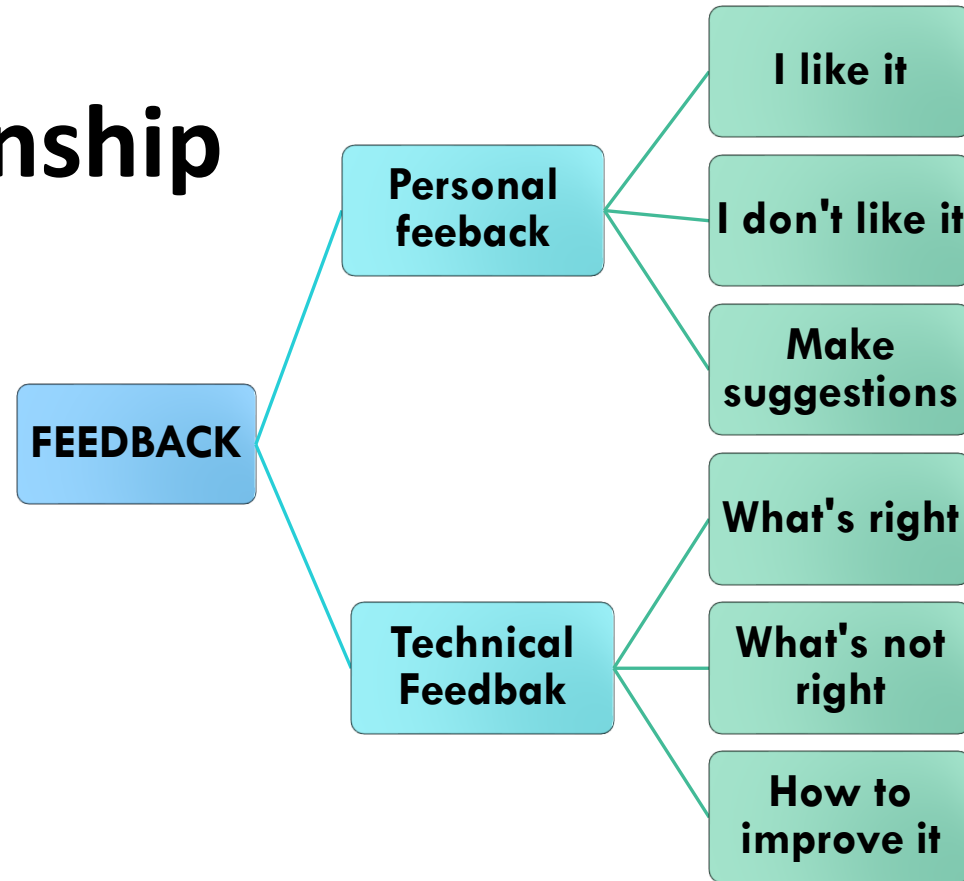
The assertive relationship

Assertiveness is the ability to be clear, frank and direct, saying what one wants to say, without hurting the feelings of others or belittling the worth of others, only defending our rights as a person.



The assertive relationship

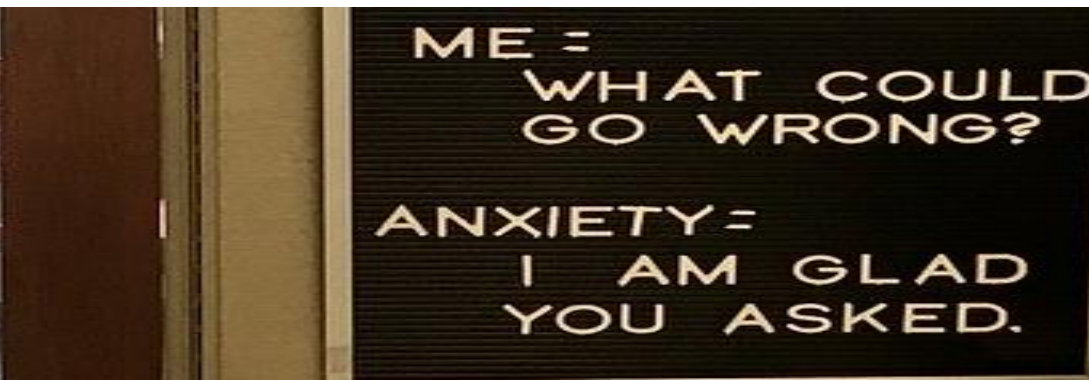
Feedback is information we give to another person to improve the personal, work or performance relationship.



Methodology to make an employee feel recognized



- Make sure you are in the right position
- He/she has the resources for the tasks
- He/she knows what's expected of him/her
- Valuing work well done
- Respect free and work time
- Offer opportunities for growth
- Assertive treatment



Building trust

Setting an example

Being consistent, honest and fair

Sharing information

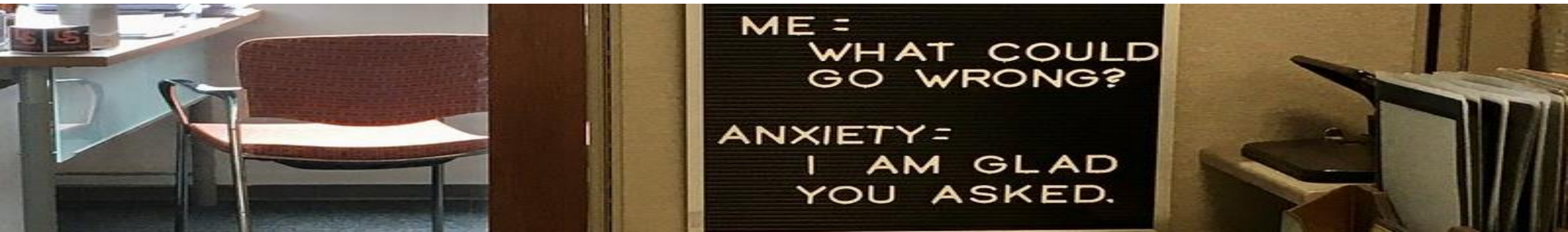
Practicing active listening

Admitting errors

Delegating responsibilities

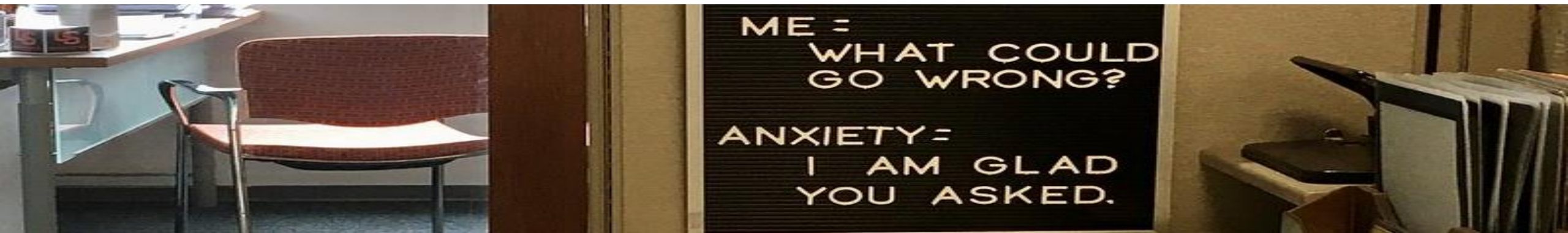
Avoiding favouritism

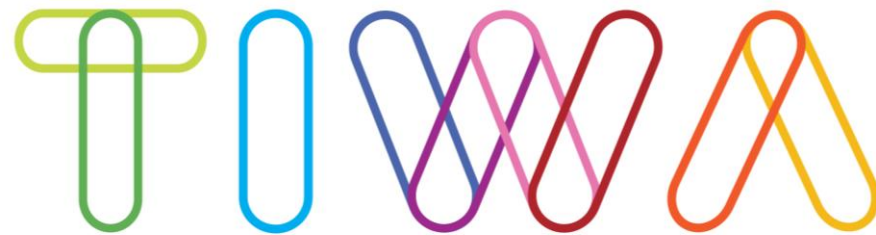
Curbing the rumours



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