

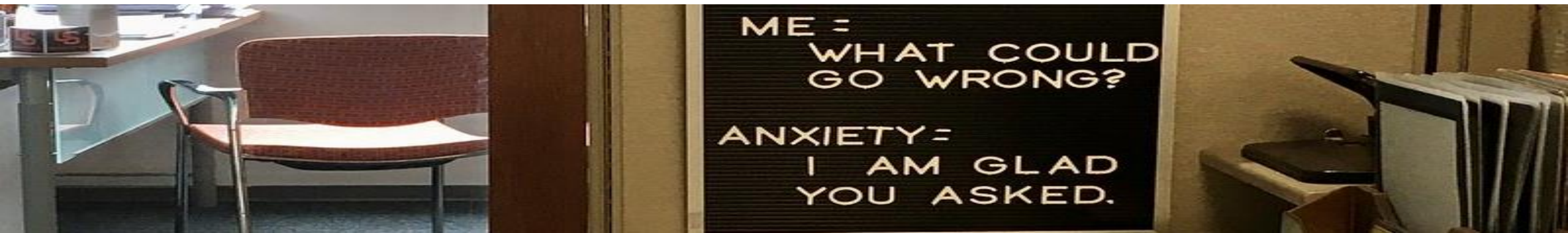


TOXIC RELATIONSHIPS IN THE WORKPLACE

Dysfunctions in vertical 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.

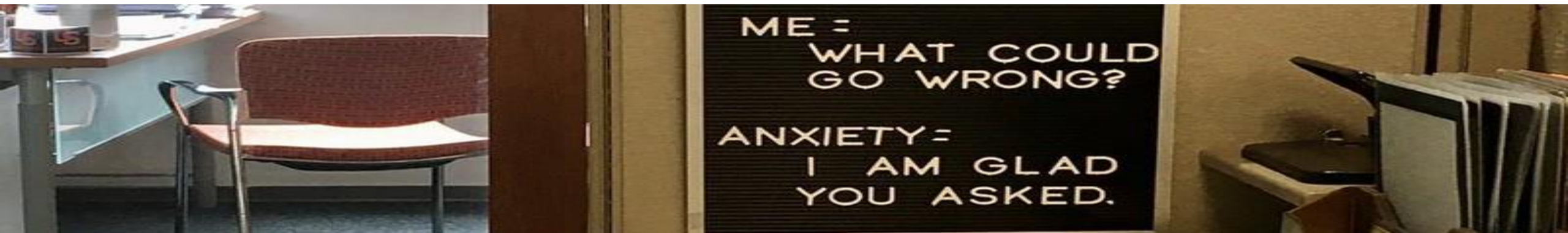


Aim:

- Detect and prevent toxic relationships in the workplace.

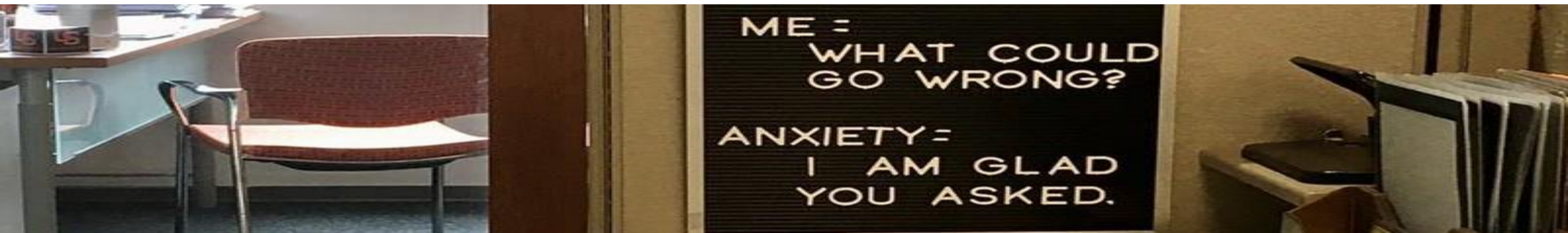
Objectives of the topic:

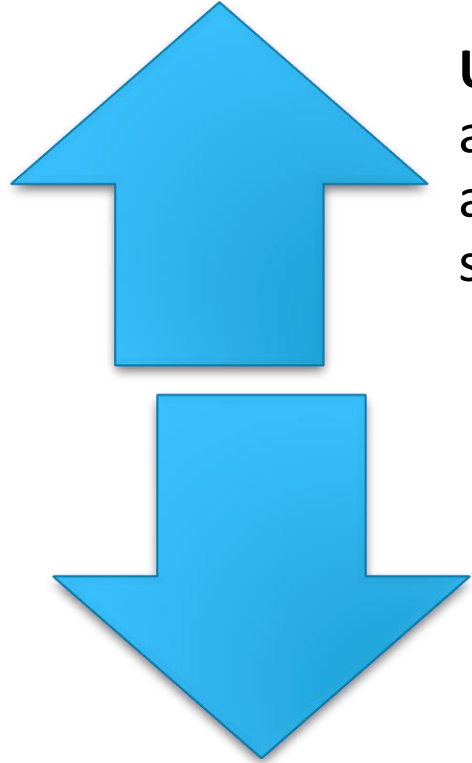
- Know what they are and their effects.
- Become aware of the impact in the person who suffers them.
- Intervention in dysfunctional vertical relationships.



Vertical toxic relationships in the workplace.

We can define them as those attitudes and behaviours that are destructive, harmful and noxious for the physical and psychological health of the people, which take place between two or several individuals of different levels from position in the organization, expressed in phenomena such as the Vertical Mobbing or the Burnout Syndrome.

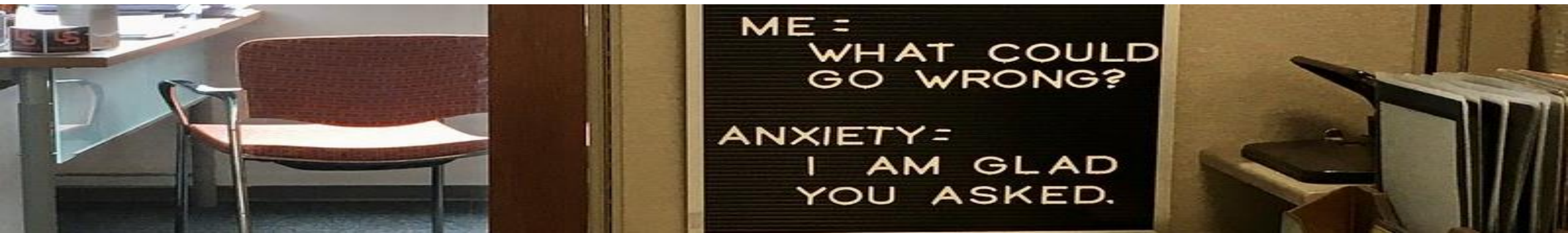




Upward mobility: It occurs when a higher-level employee is attacked by one or more of his subordinates.

Downward mobility or bossing: It occurs when a lower-level employee is psychologically harassed by one or more employees in higher positions in the company hierarchy.

Vertical Mobbing:
It occurs when the bully is at a higher level of the hierarchy than the victim or is at a lower level than the victim.



Irritability

Loss of self-esteem

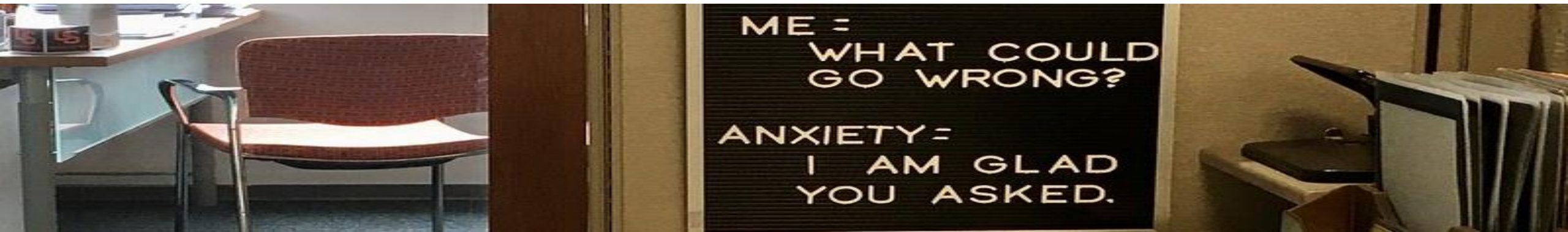
Insecurity and anguish

Lack of appetite and sleep

Consequences of suffering vertical mobbing

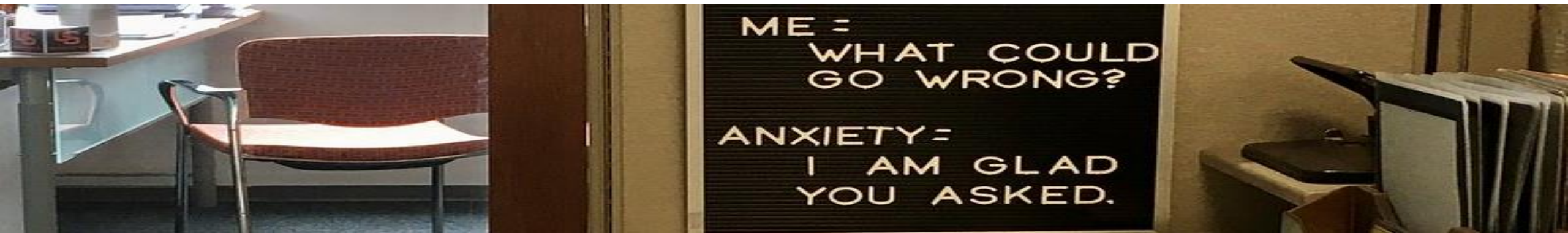
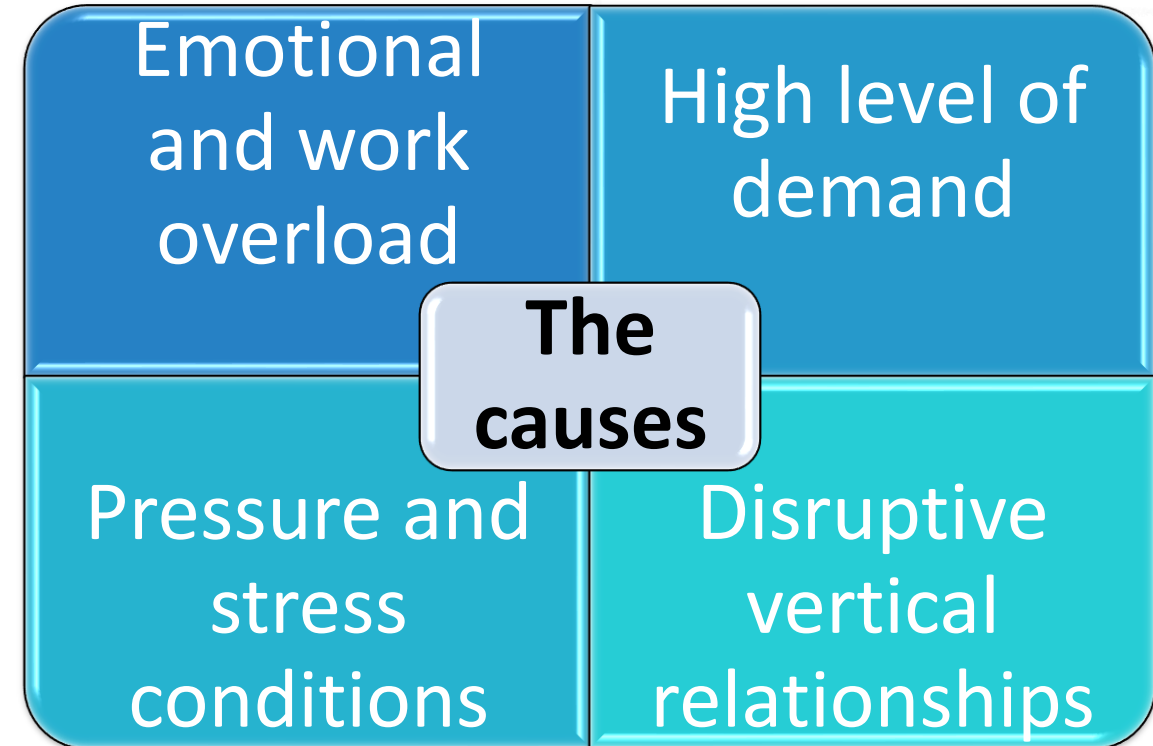
Stress and lack of motivation

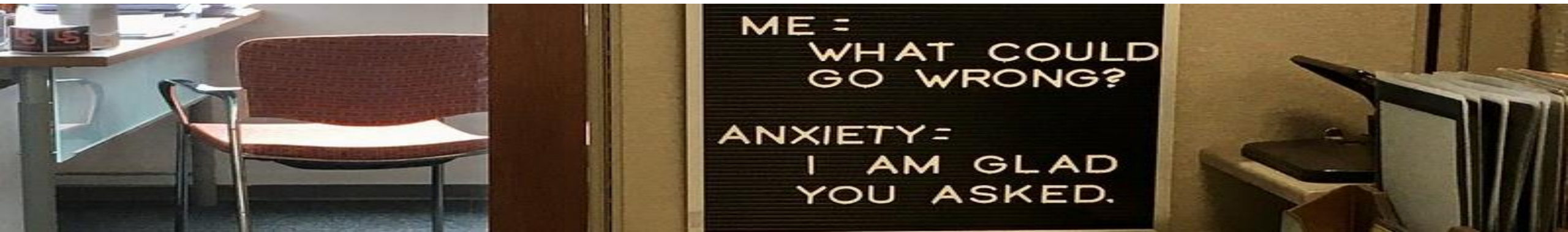
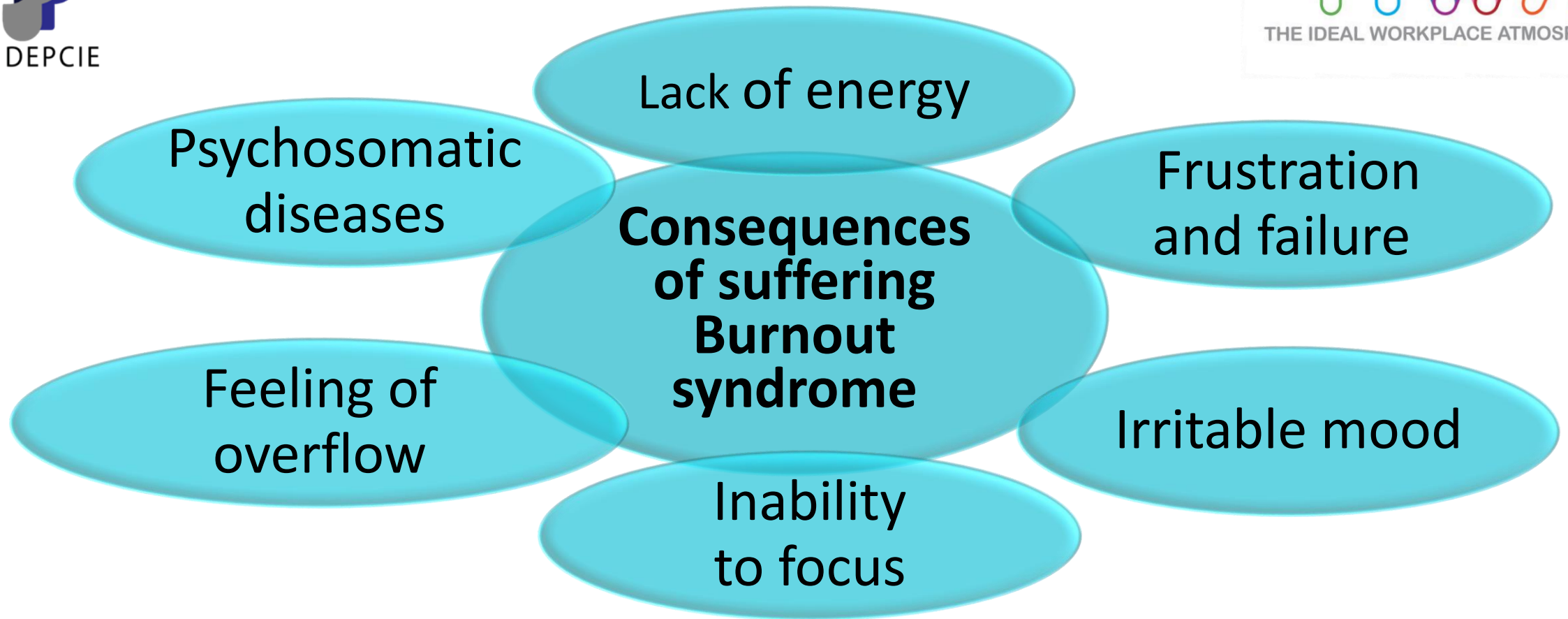
Physical and mental fatigue

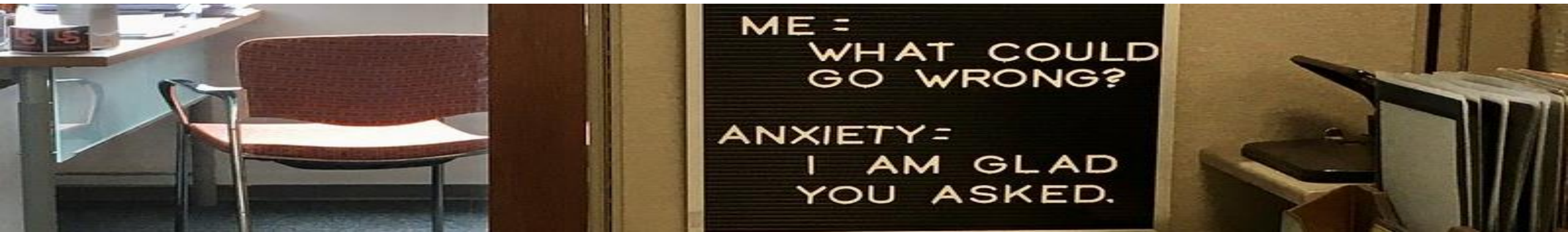
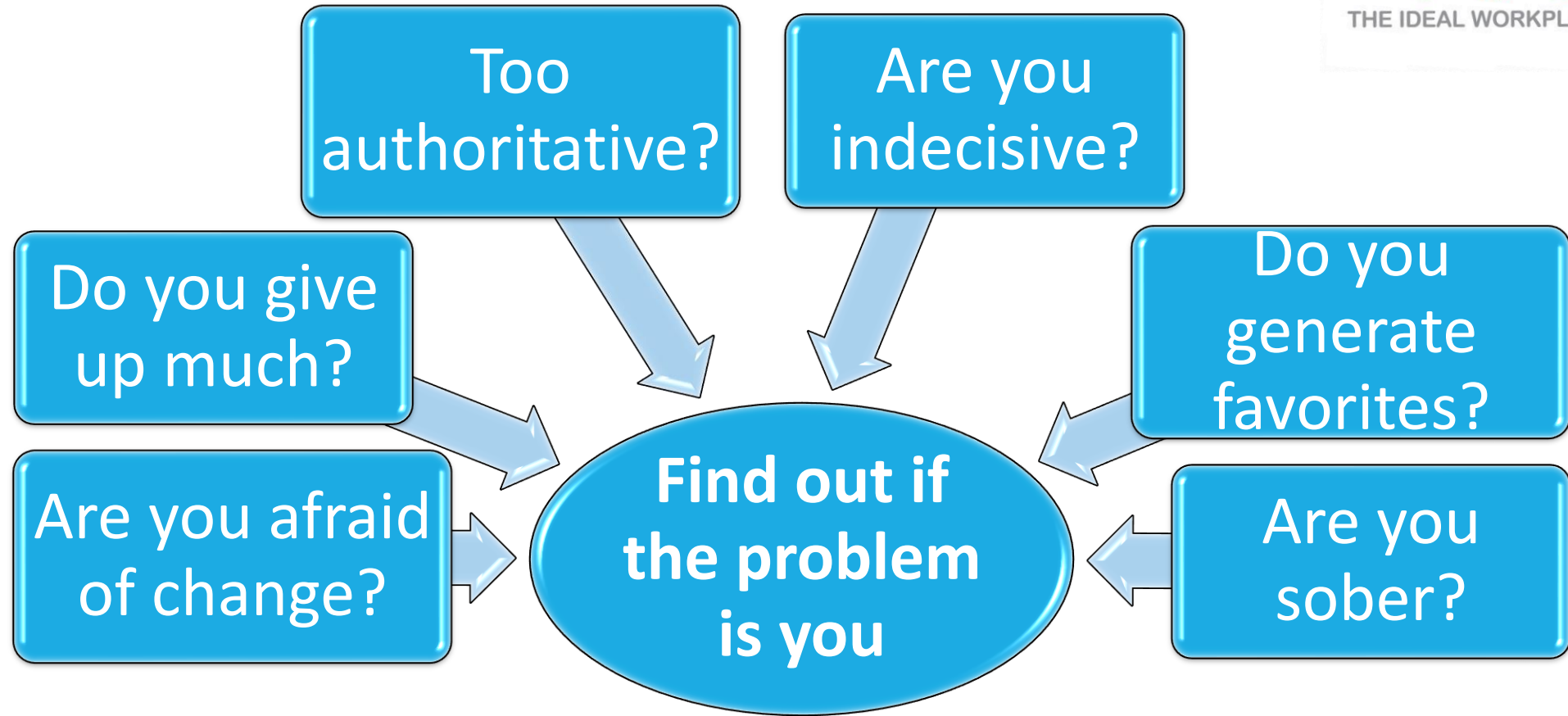


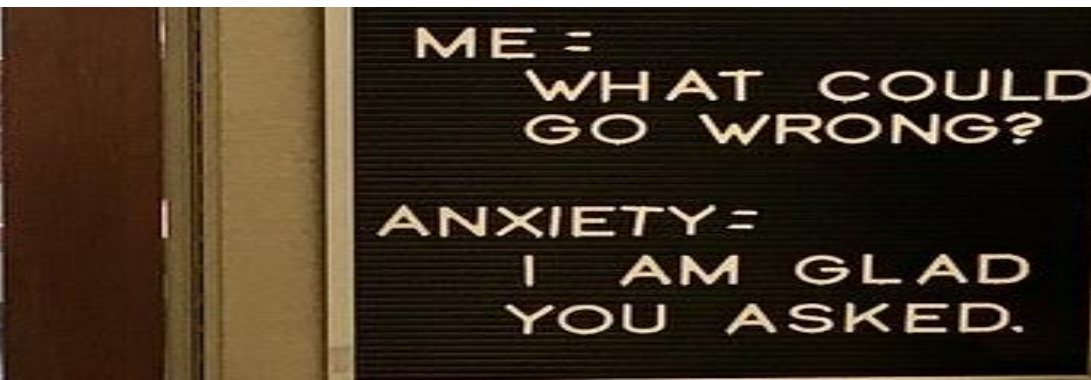
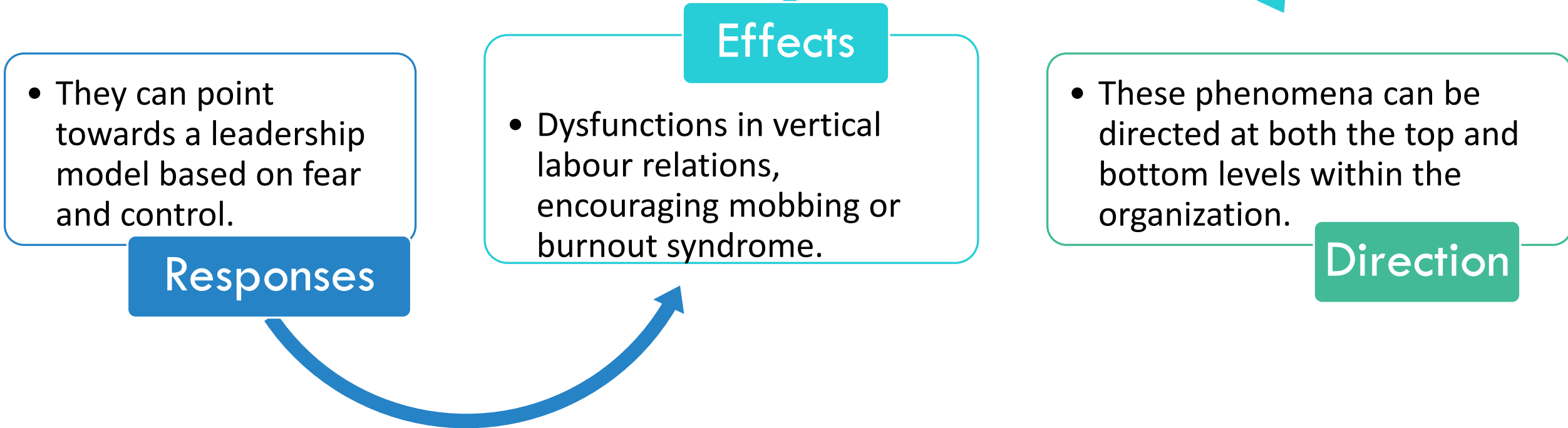
Burnout syndrome

It consists of a state of physical, mental and emotional exhaustion caused by psychic fatigue or stress. This arises as a result of sustained non-functional relationships -in most cases vertical- in a difficult working environment.







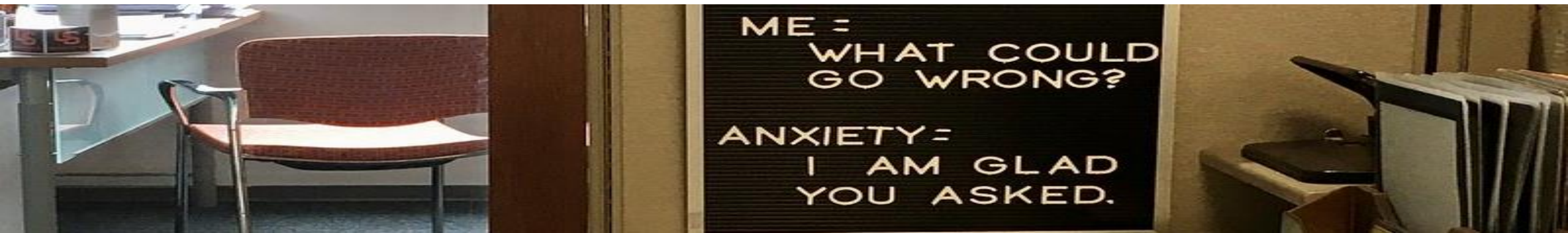


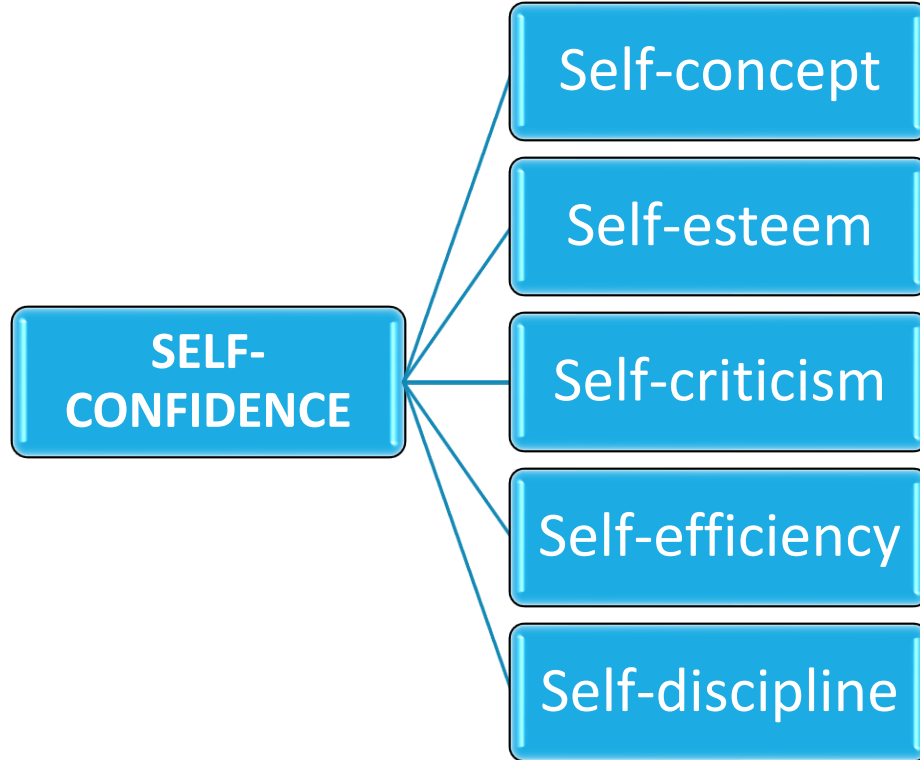
Intervention in dysfunctional vertical relationships focuses on an appropriate leadership model

To allow a transition from a model based on fear and control to one based on commitment and trust.

The key to this model is that the person with higher responsibility achieves a high level of self-confidence.

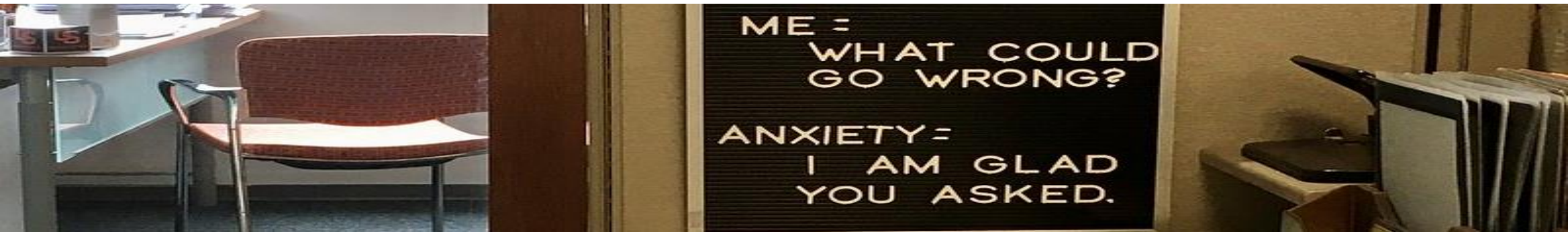
That allows you to project yourself to the different levels of the organization

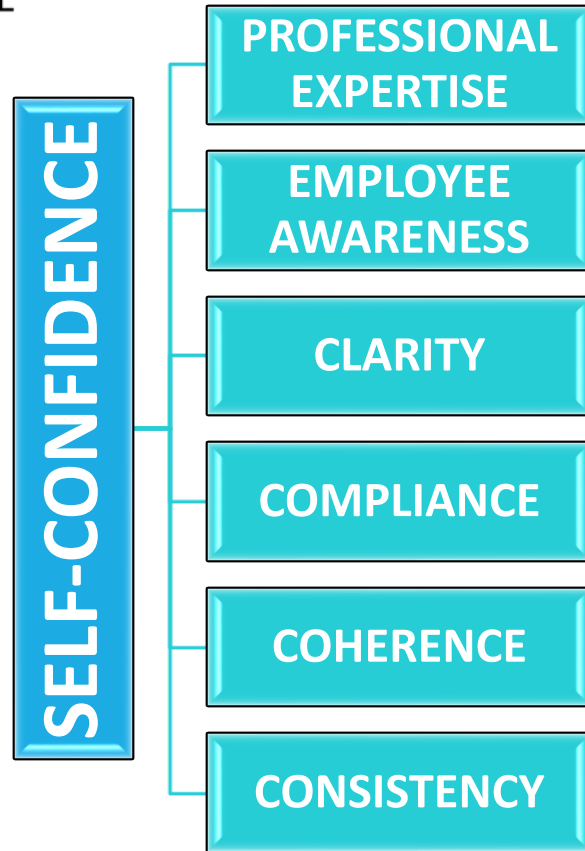




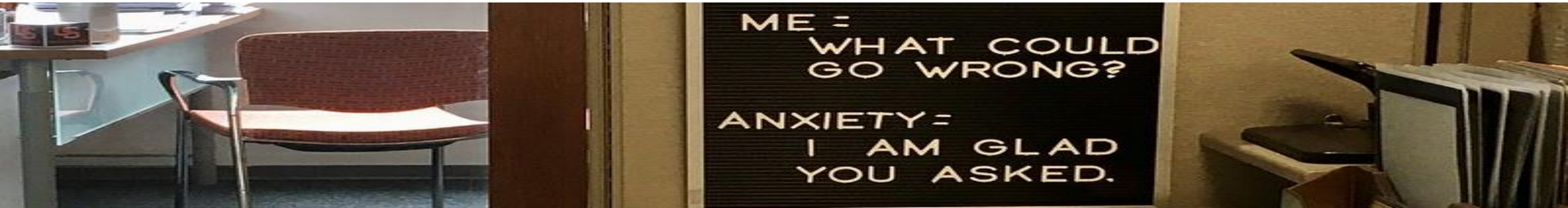
Self-confidence

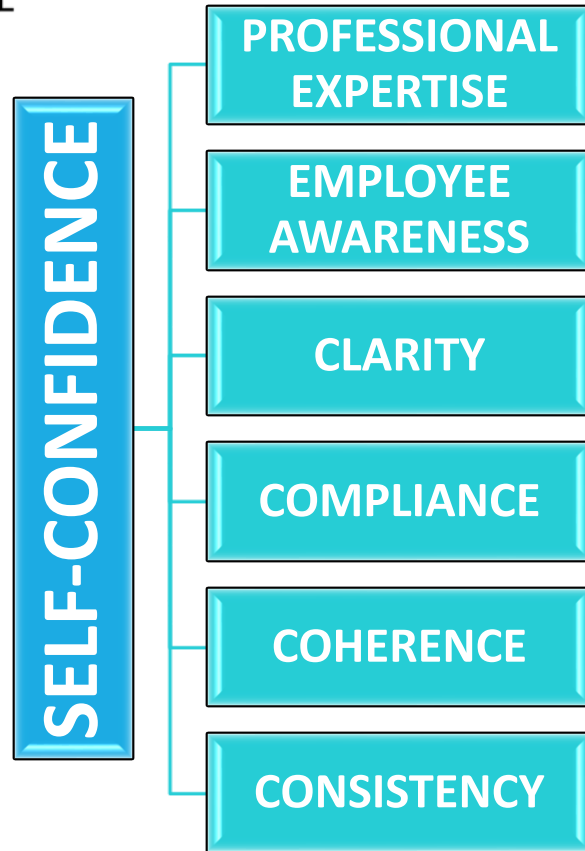
Is the conviction that one is capable of achieving a goal, successfully completing a task, or choosing the right approach to perform a job or solve difficulties. It is necessary to develop the skills listed on the left.



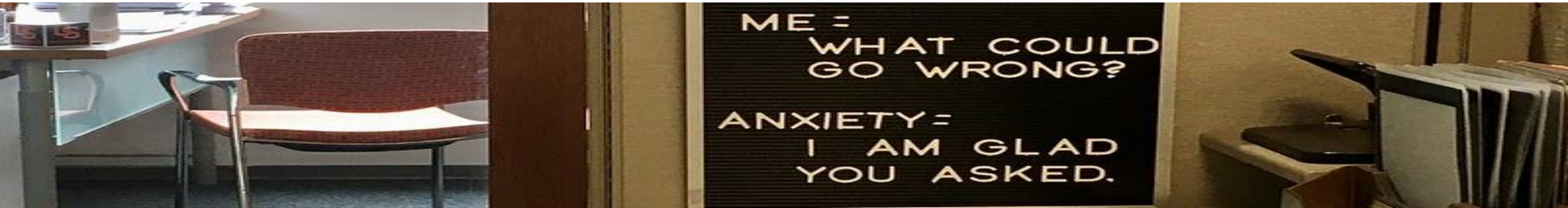


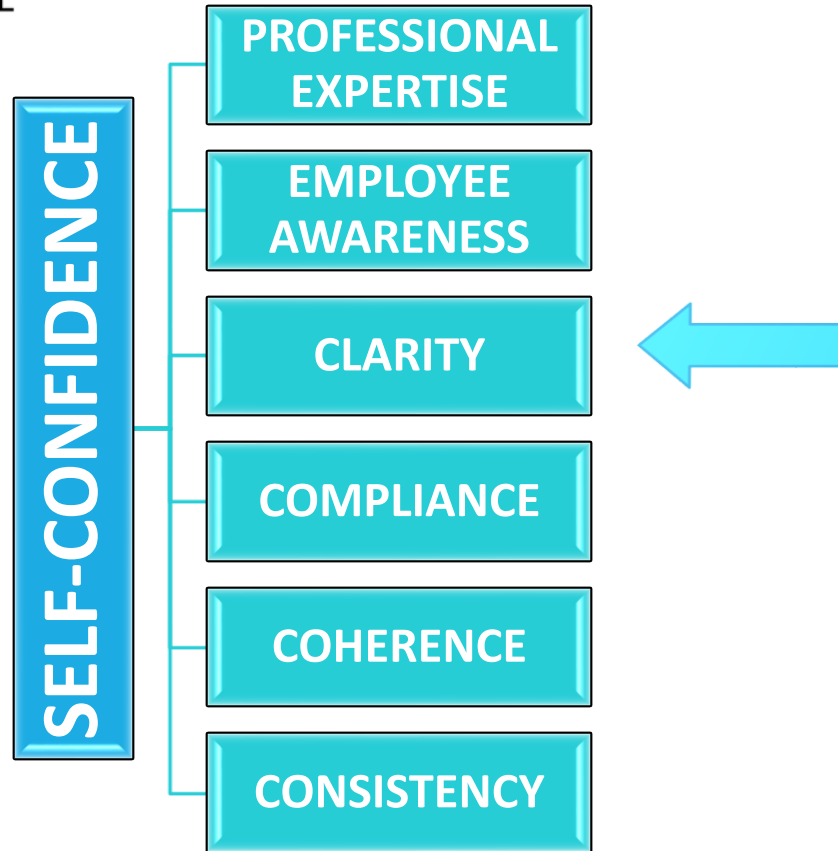
Sustained in the continuous improvement, it implies having knowledge and technical skills that allow to efficiently solve professional problems, to have resources and to show motivation.



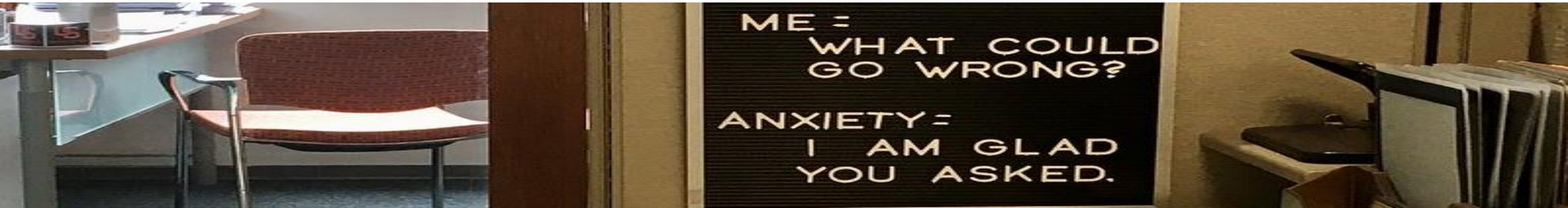


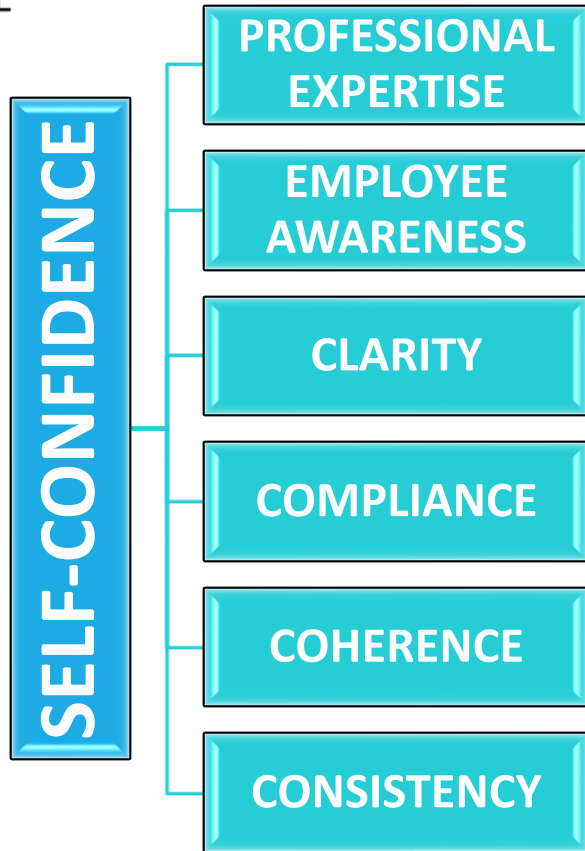
It involves getting to know team members, practicing empathy in working relationships, and maintaining a helpful and cooperative attitude.



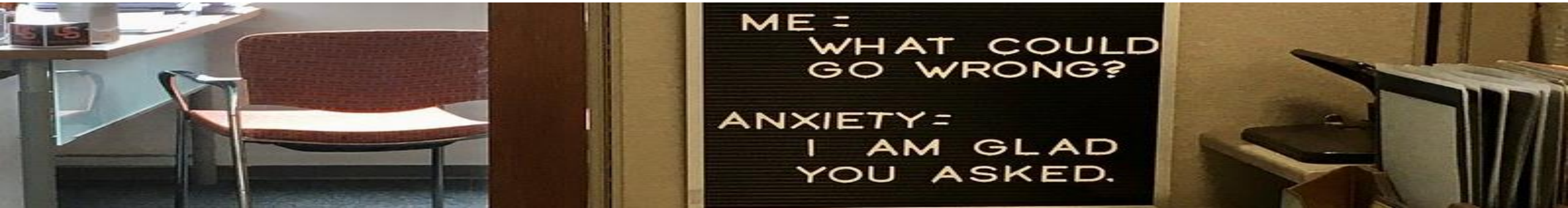


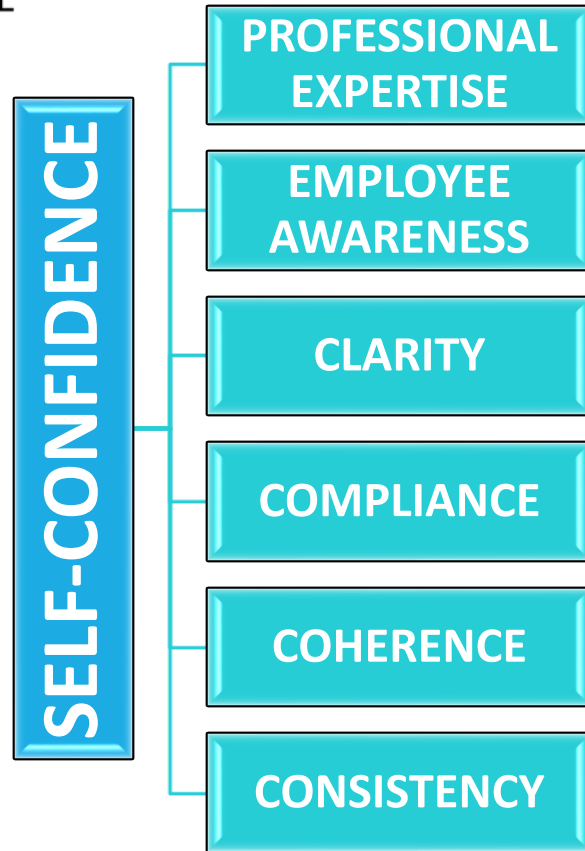
It has to do with the practice of active listening, assertive communication, knowing how to specify tasks and responsibilities and sharing information to avoid conjectures, rumors and misunderstandings.



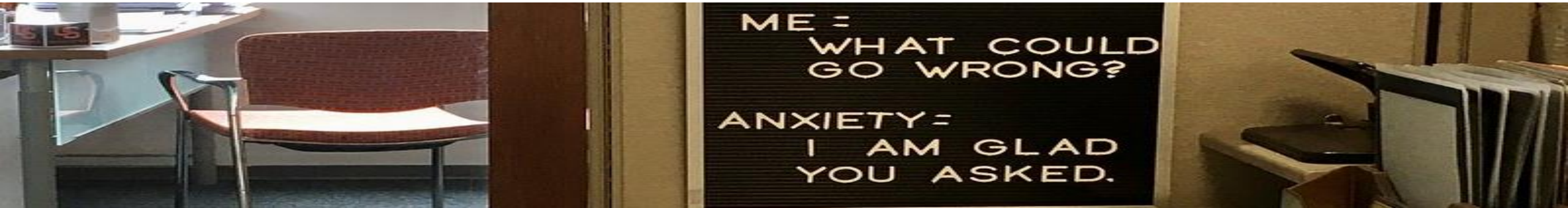


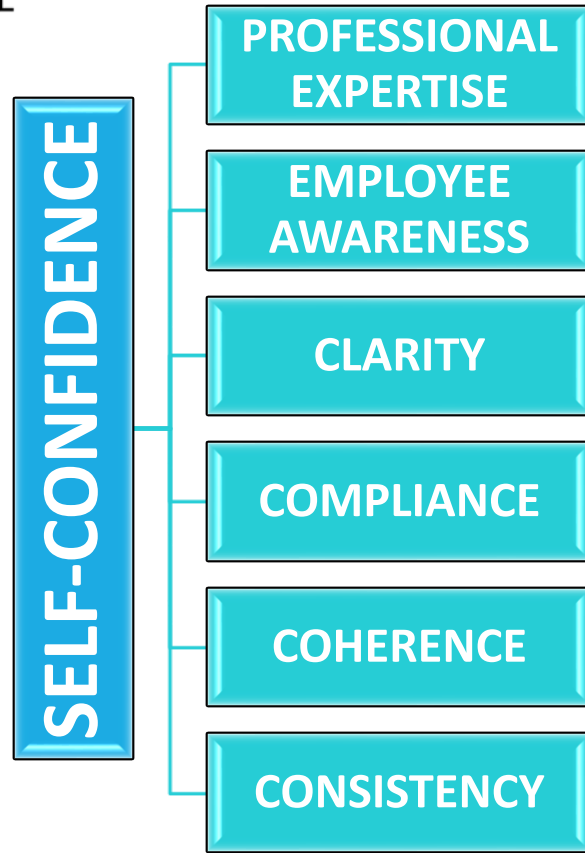
It means setting an example, being punctual, complying with the company's rules and procedures, meeting deadlines, and not allowing oneself to be licensed because of being at a certain level within the organization.



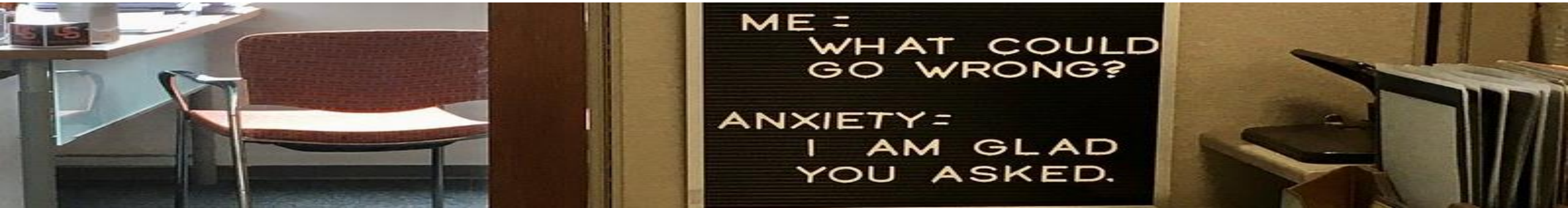


It represents acting personally and professionally in an ethical way, based on individual and company values. This implies being congruent with your thoughts, your words and your actions.



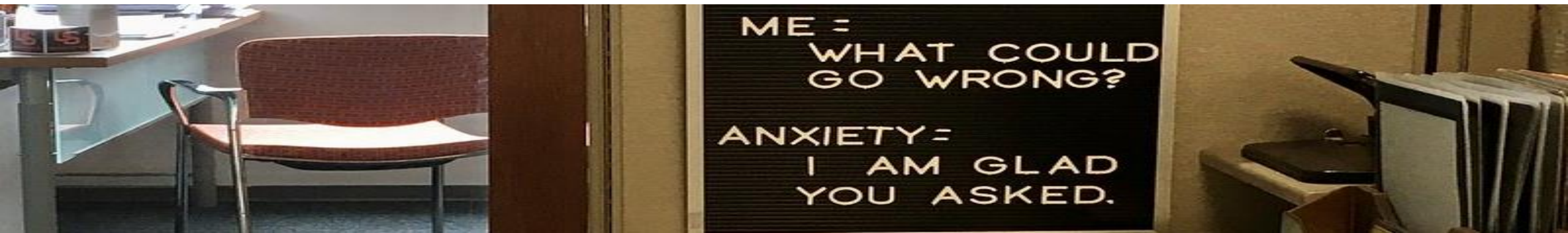


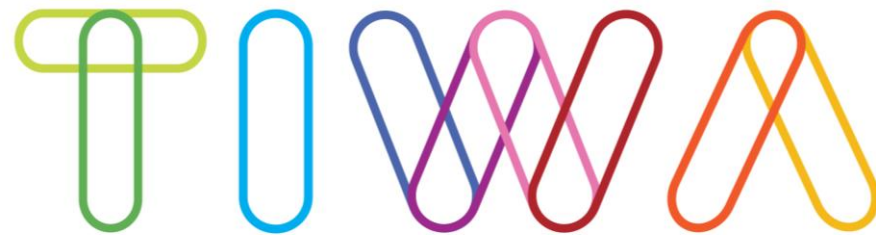
It implies fulfill the covenants, agreements and promises made, both to members of the upper and lower level of the company. It is essential to respect personal and professional commitments at all costs.



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