



Nice Media – Exemplar Video

‘Bullying in the Workplace’

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Revision history

Version	Date	Revised by	Revision summary	Issued to
0.1	02/08/14	Anita Sullivan	First draft	Tom Hickmore
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Summary

This document provides the context and script for two short video scenes. These clips are to be used on Nice Media’s website, to illustrate the difference between a good training script and an excellent one.

Both scripts delivers the training points, but the second one adds an emotional truth that really delivers the message.

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1) SCENARIO BACKGROUND

There is no legal definition of workplace bullying. Most HR experts would define bullying as 'negative behaviour being targeted at an individual, or individuals, repeatedly and persistently over time'. Bullying may be overt or very subtle. It has a big impact on confidence, motivation, ability to function at work, physical and mental health.

The recommended first step in tackling bullying is to talk to a colleague, manager, union rep or HR about the situation. The next step would be to confront the bully. Legal action is a last resort.

Our video scene will show a first conversation about bullying, with a colleague. The characters work in a call centre, financial services/ sales.

Training Key Learning Points.

- Bullying acts over time: one incident could be tolerated, repetition makes it unbearable.
- Bullying can be subtle: undermining integrity, setting up someone to fail, excluding or ignoring them can all be bullying tactics.
- If you feel bullied, you are being bullied.
- It may be very difficult for someone to say the words 'I am being bullied'.
- If someone talks to you about being bullied, be supportive and take it seriously. Encourage them to take further steps.
- Further steps may be to confront the bully or ask for mediation.

2) CAST

Name and Role			Characteristics
<p>Frank Strong</p> <p>Call-centre operative</p>	<p>Any UK dialect, but not too posh</p>	<p>Male 20-30</p>	<p>Background: Happy under-achiever. Prefers to follow his own omnivorous interests rather than a career. Lives with his girlfriend and some chinchillas.</p> <p>Presentation: Easy-going, friendly, personable, slightly geeky. Something a bit alternative about him, in dress or clothes. He does martial arts, so could be either wiry-fit or bulky-strong.</p> <p>Secret: His dad bullied his mother and him, so there are deep issues around conflict & anger. Martial arts have helped him deal with that.</p>
<p>Lynn Cromack</p> <p>Frank's colleague</p>	<p>Any UK dialect, but not too posh</p>	<p>Female 40-50's</p>	<p>Background: Same pay-grade as Frank, but has had to work harder to get there. She's raised two boys, now teenagers, as a single-mum.</p> <p>Presentation: Warm but slightly spiky. Tells it like it is. Sensible, trustworthy, a bit bossy. No time to mess about. Likes a glass of wine with her lively bunch of female friends. Sharp dresser. Has a successful ebay clothes shop.</p> <p>Secret: She feels estranged from her eldest boy. Frank is a substitute.</p>
			<p>Frank and Lynn are friends. She goes to him for technical help. In return, she looks out for him socially. (There are more women than men working in the call centre: generally he's either flirted-with or excluded).</p>
			<p>Their boss is Clare Shotten. She's 35, single, attractive, ambitious and sees herself as failing in all aspects of her life. She picks on Frank because he's laid-back, doesn't seem care about anything and still manages to do his job with ease. She's jealous and threatened.</p>

3) CLIP 001 'EXPOSITION' SCRIPT

INTERIOR, COFFEE AREA OF CALL CENTRE. FRANK AND LYNN ARE ON A BREAK, SEATED OPPOSITE EACH OTHER.

LYNN

So did you ask Clare about that Saturday shift?

FRANK

No luck, I'm afraid. She says I've got to do it.

LYNN

But what about your grading? Your Black Belt?

FRANK

I'll have to cancel it. Do it in six months.

LYNN

But that's not fair. You've been training so hard!

FRANK

I am pretty gutted.

LYNN

And you told her I'd swap with you?

FRANK

Yes, but she said no.

LYNN

What is her problem?! She lets other people swap shifts all the time.

FRANK

I think her problem... is me.

LYNN

How do you mean, Frank?

FRANK

You know, if we sell a life-product, it goes up on the team-progress board?

LYNN

Yes.

FRANK

She doesn't put mine up. And I've sold twelve this week.

LYNN

Twelve? I'd be lucky to see **one**.

FRANK

And you know Sales calls are allowed to take longer than Service calls...

LYNN

Yes.

FRANK

Well, she logs everything I do as Service. Which means my call-handling time is way, way down.

LYNN

But what about your bonus?

FRANK

Exactly.

LYNN

Well, that's just mean.

FRANK

And then there's the jokes. About my name. 'Strong' this and 'Strong' that... 'show us your muscles'. And **everyone's** doing it now.

LYNN

You know what that is, Frank? It's bullying.

FRANK

No, no...

LYNN

It is. She's **targeting** you. And she's doing it **repeatedly** and **persistently**.

FRANK

But she's mean to everyone.

LYNN

She's putting you down, excluding you socially. That's **bullying**.

FRANK

But why me?

LYNN

Because... you're too good at this job. She feels intimidated. And jealous.

FRANK

So I should be worse at my job, to please her?

LYNN

Don't be daft! It's her that has to change, not you. You need to have this out with her. Don't take it lying down.

FRANK

I don't want to make a fuss.

LYNN

You gotta fight back, Frank. Or you'll never be a black-belt. Come on. I'll go in with you if you like.

FRANK

Thanks, Lynn.

LYNN

No problem! But first... we need to get all our facts and figures. Our evidence. Come up to my desk, and we can look get the back-records. Let's get this sorted, eh Frank?

4) CLIP 002 'EMOTIONAL TRUTH' SCRIPT

INTERIOR, CALL CENTRE. FRANK AND LYNN ARE ON A BREAK. FRANK SITTING ALONE, LOOKING FORLORN. LYNN CRASHES INTO THE SEAT OPPOSITE HIM.

LYNN

So what about Saturday? Did you ask her?

FRANK

[Bitter. Boss said 'no'.]
Yeah.

LYNN

Oh... (FFS). What about your black-belt?

Frank shrugs, fatalistic.

FRANK

There's another grading in September.

LYNN

September?! You told her I'd cover for you, right?

Frank nods.

LYNN

Then what's her problem?! She lets **other people** swap shifts, the whole time.

Frank's uncomfortable. But Lynn decides it's time to talk about this.

LYNN

Frank. How many Life sales did you make last week?

FRANK

Uh. Ten. Twelve?

LYNN

Twelve! So how come they're not on the board?

FRANK

[Evasive]
Dunno. Guess she forgot.

LYNN
[Scoffs.]
Forgot.

LYNN
[Homing in.]
All them Sales, they should show
in your call-stats. Right?

FRANK
I s'pose. Yeah.

LYNN
But your average is... [way down
on other people's.]

FRANK
[Interrupting]
Lynn...

LYNN
But what about your bonus for...
[meeting targets].

FRANK
[Sharp]
I don't care! All right?

Beat.

FRANK
It's just work. I've got other
things going on, I've got a life.

LYNN
Unlike **her**.

Beat.

LYNN
[Testing.]
This morning, she's chatting away
with the girls. You walk in and
she just... stops cold. Gives you
this **look**.

FRANK
[Making light.]
Oh, you saw that?

LYNN

Everybody did. In the briefing, she makes like she's **forgotten your name**. Then, next minute, she's joking about it: 'Strong' this and 'strong' that...

FRANK

...'show us your muscles'. Yeah. Now **everyone's** doing it.

LYNN

And you think that's OK?

FRANK

[Clutching at straws.]
It's playground stuff, right?

LYNN

[Kind, firm.]
From your **boss**?

Beat.

FRANK

[Confessing, ashamed.]
She doesn't sign my timesheets. Every week, I have to ask. Like I'm **begging**.

LYNN

OK.

FRANK

She's listens in on my calls. A lot. If I go off the script...

LYNN

Which you have to.

FRANK

...she sends me these emails. Says what I'm doing's **illegal**...

LYNN

Woah.

FRANK

It's getting worse. It's like she's listening **all the time**. Trying to set me up. I can't do my job. I feel sick. I don't want to quit. But I don't know what else to do.

LYNN

She's **bullying** you.

FRANK

[Small.]

Yeah.

LYNN

So you've gotta stand up to her.

FRANK

What? Hit her with a spin-kick? Believe me, I've thought about it.

LYNN

Hit her with your sales-figures. Print off them emails she sent. She's in the wrong. She's set **herself** up, Frank.

Beat. Frank is frightened. Hopeful. She pats his hand.

LYNN

It's gonna be OK. We'll sort it out. She's the one with the problem, not you.