



**27 %**

of employees in the UK  
have experienced  
workplace bullying or  
harassment

**53 %**

of those bullied or  
harassed in the last  
three years did not  
report it

**25 %**

admit to taking  
their frustrations out on  
customers

## WORKPLACE CONFLICT IS COSTING UK BUSINESSES **£28.5 BN**

THAT'S JUST OVER  
**£1,000 PER EMPLOYEE**

GROW YOUR  
SPINE  
& MANAGE  
ABRASIVE  
LEADERSHIP  
BEHAVIOR

**FREE**

LAURA CRAWSHAW, PH.D.  
THE BOSS WHISPERER®

## MANAGE...

ABRASIVE WORKPLACE  
BEHAVIOR WITH BACKBONE  
THROUGH COURAGEOUS  
CONDUCT INTERVENTION

# MANAGE ABRASIVE WORKPLACE BEHAVIOUR WITH BACKBONE

Accredited by: Boss Whispering Institute

## WHAT'S ONE OF THE TOUGHEST JOBS MANAGERS FACE?

Managing abrasive employee behavior is no easy task, and doing it poorly or failing to do it altogether can have disastrous consequences for your organization, your team, and you.

You know what you should do (intervene early, be specific, develop a corrective action plan), but why is it so terribly hard to do it? What can you do to manage unacceptable employee behavior calmly, confidently, and compassionately?

**Designed for Managers, this highly experiential, evidence-based masterclass will show participants when and how to manage abrasive workplace behavior, otherwise known as workplace bullying.**

## WHAT YOU'LL LEARN...

- Experience abrasive behaviour from the perspectives of targets, abrasive employees, and their managers
- Gain insight into why employees behave abrasively
- Learn about the psychological forces that make management intervention so challenging, including unconscious fears and predictable defense mechanisms
- Learn reliable criteria for intervention: When should I step in?
- Learn how to intervene calmly, confidently, and compassionately to stop the suffering of all involved.
- Learn specific techniques for dealing with defensiveness, such as denial, anger, withdrawal, and counterattacks

**6 HOUR MASTERCLASS  
ONLINE DELIVERY\*  
UP TO 20 ATTENDEES**

**£3,000 + VAT**

\*IN PERSON DELIVERY  
ALSO AVAILABLE

**GET IN TOUCH**

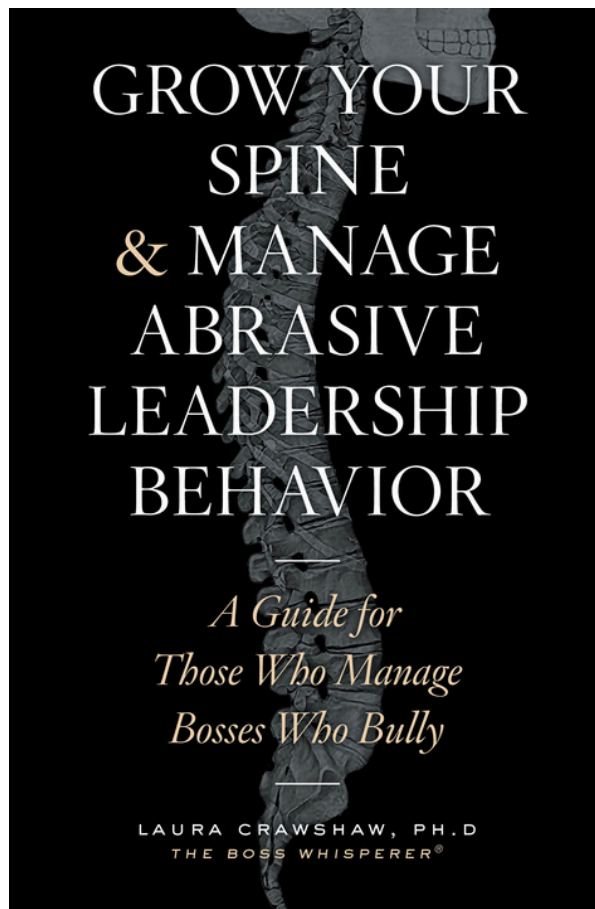
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## YOUR RESOURCES



Every participant will receive a copy of Dr Laura Crawshaw's Book "Grow your Spine & Manage Abrasive Leadership Behavior"

Known as The Boss Whisperer®, psychotherapist, corporate executive, executive coach, researcher, speaker, and author, Dr. Laura Crawshaw specializes in researching and coaching abrasive leaders. She has served an international clientele of employers, including over 40 Fortune 500 companies, United Nations organizations, and NASA. She established her private practice, the Executive Insight Development Group, Inc., in 1994 and published her first book, Taming the Abrasive Manager: How to End Unnecessary Roughness in the Workplace, in 2007. Dr. Crawshaw founded The Boss Whispering Institute in 2009, whose mission is to relieve suffering in the workplace caused by abrasive leaders through research and training. Her new book is Grow Your Spine & Manage Abrasive Leadership Behavior: A Guide for Those Who Manage Bosses Who Bully.

## YOUR TRAINER

Nicki Eyre BA Hons, PGCE, FRSA



Nicki Eyre founded Conduct Change as a result of her passion for working with individuals and businesses to prevent and resolve workplace bullying, with a mission to end workplace bullying through the development of meaningful prevention activities for organisations, as well as supporting individuals to move on when they are struggling emotionally. She is an Accredited Member of the Boss Whispering Institute

She also leads the campaigning and awareness project, Stop Hurt at Work as they research and campaign for the implementation of effective routes to redress for individuals, both in terms of approach and legislation.

Accredited by:



The workshop will use the materials developed by Dr Laura Crawshaw for use by accredited members of the Boss Whispering Institute only.

### GET IN TOUCH

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## FOUNDATIONAL RESEARCH

- Grow Your Spine & Manage Abrasive Leadership Behavior: A Guide for Those Who Manage Bosses Who Bully, *Crawshaw, L., Executive Insight Press, 2023*
- Abrasive Leaders Who Changed: Learning From Their Experience, *Tucker, L.J. and Williams, P.E., Personnel Review, <https://doi.org/10.1108/PR-07-2020-0507>, 2021*
- Coaching Abrasive Leaders: Contradictory Tales of the Big Bad Wolf, *Crawshaw, L., in Workplace Bullying: Symptoms and Solutions, edited by Noreen Tehrani, Routledge Publishers, London, 2012*
- Coaching Abrasive Leaders: Using Action Research to Reduce Suffering and Increase Productivity in Organizations, *Crawshaw, L., International Journal of Coaching in Organizations, Autumn, 2010*
- Workplace Bullying? Mobbing? Harassment? Distraction By a Thousand Definitions, *Crawshaw, L., Consulting Psychology Journal: Practice and Research Special Issue on Workplace Mobbing & Bullying, Autumn, 2009*
- Taming The Abrasive Manager: How to End Unnecessary Roughness at Work, *Crawshaw, L., San Francisco: Jossey-Bass Management Series, Jossey-Bass Publishers, 2007*
- Coaching Abrasive Executives: Exploring the Use of Empathy in Constructing Less Destructive Interpersonal Management Strategies. Doctoral dissertation, *Crawshaw, L., Fielding Graduate University, Santa Barbara, July 2005*

[www.bosswhispering.com](http://www.bosswhispering.com)

THE BOSS WHISPERING INSTITUTE

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## ABOUT CONDUCT CHANGE

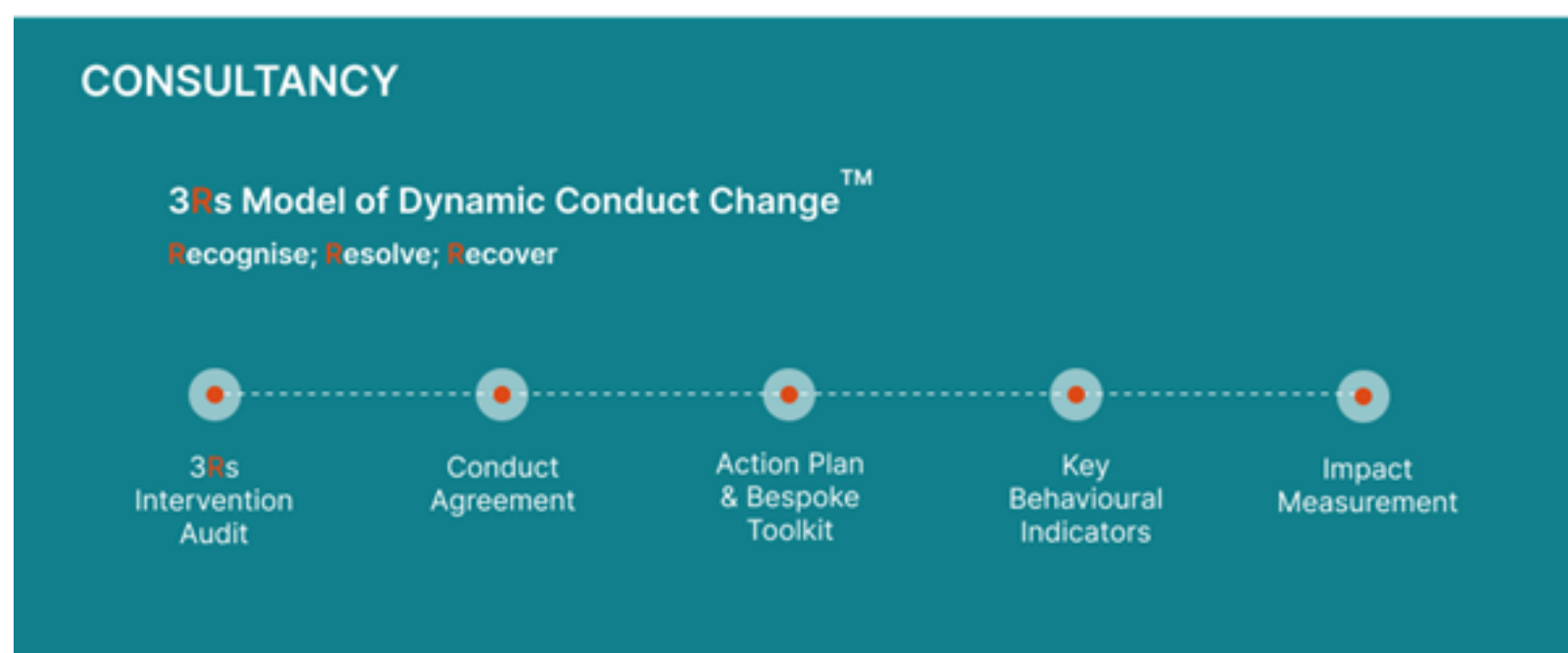
Conduct Change provides consultancy and training solutions rooted in the prevention of workplace bullying and harassment.

Our work is underpinned by our unique 3Rs Model of Dynamic Conduct Change™ - Recognise; Resolve and Recover; developed in partnership with academics and experts whose work focuses on prevention and resolution of workplace bullying and harassment.

## WHAT WE OFFER

### CONSULTANCY

Our consultancy services provide frameworks and solutions that are underpinned by our work in workplace behavioural development, rooted in the prevention of workplace bullying and harassment. These help our clients deliver on their goals and aspirations by focusing on behaviour change to drive and unlock performance.



### TRAINING

Our training solutions are rooted in the prevention of workplace bullying. Our flagship programmes on Understanding, Prevention and Conduct Intervention are available online and in person. A Trauma Informed Approach to Workplace Bullying Cases is delivered online only.

We also offer bespoke in-house training to meet your needs.

### KEYNOTE SPEAKER

Nicki Eyre, Founder and Managing Director of Conduct Change is available to book as a keynote speaker on the topic of workplace bullying. She regularly speaks both in the UK and internationally through a range of media.

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