

Protecting your people

The importance of adopting a people-centric workplace culture and tackling problematic behaviour

A research report by Culture Shift

October 2021



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A word from Culture Shift CEO, Gemma McCall



Gemma McCall
CEO, Culture Shift

It seems there's a report of workplace bullying, harassment or some form of problematic behaviour hitting the news agenda daily, with negative workplace cultures continuing to be rife in many organisations across the UK. But, who are the people at the centre of these incidents and what's the true impact on those at the heart of these stories?

In this report we shine a light on the true extent of how negative workplace cultures have a detrimental effect on employees. From the impact on mental health, absenteeism and presenteeism, to the effect on employee sentiment, engagement, productivity and on trust in the employers who aren't taking issues of problematic behaviour in their workplace seriously. Our findings show that much more needs to be done. After all, what's a business without its people?

It's been proven time and time again that organisations who put a positive employee experience at the heart of their business and who focus on creating safe, inclusive and supportive environments, thrive and are more successful. So why are some organisations still struggling to get this right?

Problematic workplace cultures can have a long-lasting, damaging effect on the employees directly experiencing the behaviour, as well as those witnessing it. Environments where bullying and harassment thrives often experience high levels of attrition, resulting in organisations with a deep-rooted negative culture losing great talent. This sentiment can often filter through to external stakeholders, impacting the organisation's reputation.

To form this report, we asked 1,000 UK employees to get a true understanding of the impact of workplace culture and whether or not they've experienced or witnessed problematic behaviour at work. We also hone in on the devastating far-reaching impact this has had on them.

In addition, we surveyed 100 respondents who have experienced problematic behaviour, such as bullying or harassment, at work to uncover the true impact experiencing incidents of this nature had on other areas of their lives.

Not tackling toxic cultures and problematic behaviours in an organisation has a harmful impact on the people at the heart of those instances. Leaders should absolutely have the safety and wellbeing of their employees at the top of their agenda for two reasons. Firstly, protecting your people is the right thing to do. Secondly, it simply makes excellent business sense.

This report looks at the current situation when it comes to bullying and harassment in UK workplaces and the effect it's having on employees. We share survivor experiences, while shining a light on the sectors these issues are prevalent in, before highlighting some key recommendations for employers to minimise the potential risk to their people should issues of this nature arise.

I hope you find the content useful!

The research

To form this report, we surveyed **1,000 employees on the culture in their workplace.**

We asked about their experiences, incidents they've either witnessed or bore the brunt of, and the impact this had on them. As part of the sample, we had more than 100 respondents from each the banking/finance, healthcare, insurance, legal and public sectors.

In addition, we surveyed 100 respondents who have experienced problematic behaviour, such as bullying or harassment at work, and have received a payout as a result, to uncover the true extent experiencing incidents of this nature has had on other areas of their lives.

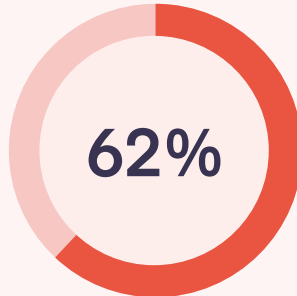


Key insights

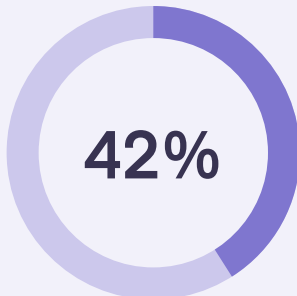
The workplace issues impacting people



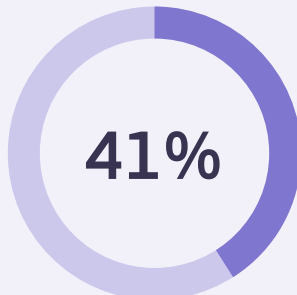
Two in five employees have experienced problematic behaviour (such as bullying, harassment or discrimination) at work



say they **would be much more likely** to report an instance of bullying/harassment if their workplace had an anonymous platform to do so



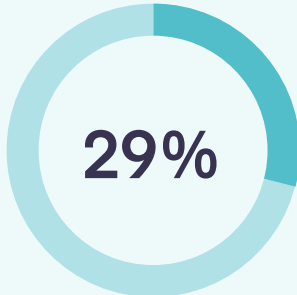
have previously **left a job** due to a bad workplace culture



say bad workplace culture has **impacted their productivity**



Over one third have felt silenced on issues that matter to them in the workplace



have taken **time off due to an incident that happened at work** (such as bullying, harassment, discrimination or sexual misconduct)

Key insights

What's the impact on those who have experienced problematic behaviour at work?



Part One

The current situation: how toxic cultures are affecting the UK's workforce

The current situation

Workplace culture has been a particularly hot topic for the past 18-months, with many employers being forced to move it to the top of their agendas.

Positive culture is ultimately what many employees stick around for and several recent events have really shaped the future of the workplace, changing the way many organisations operate.

From hybrid working to the continuously growing power of social media and the internet, which has given many employees a platform to share their workplace experiences with a world that wants to listen. Those at the top are now being held accountable for brushing toxic cultures under the carpet.

While many employees are reevaluating what they actually want in a workplace. In many instances, a positive culture is coming out on top.

While work is being done to improve the culture in many organisations, there is still a way to go. This has become increasingly evident with the recently reported incidents that have come to light at multiple high-profile organisations which, to many external stakeholders, came as a surprise.

These incidents are also resulting in more survivors having the courage to speak up, with 39% of those we surveyed saying that seeing media coverage of the alleged bullying and harassment taking place on shows like The Ellen DeGeneres Show has made them feel more confident to report workplace bullying if they saw it.

One quarter also said they have worked for a company that has been embroiled in a public scandal such as a lawsuit; bullying, harassment or discrimination allegations; toxic culture claims; financial misconduct; or a data breach.

There's the **Brewdog incident** in which more than 60 former employees accused the company and its leadership of fostering a toxic culture of "fear," calling the business out on Twitter and leading to those employees setting up the Punks With Purpose movement to "tackle toxic workplace culture head-on, by promoting positive action."¹

Plus the ongoing issues of toxic culture at **Goldman Sachs** where junior analysts have long been expected to work unreasonable hours, resulting in many facing burnout.

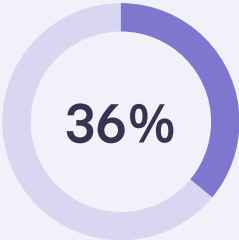
There's also the **Lloyd's of London scandal** that came to light just a couple of years ago in 2019 when a survey uncovered 500 people working in the insurance market had either suffered or observed sexual harassment in the 12 months previous. **The list goes on.**

¹ www.punkswithpurpose.org

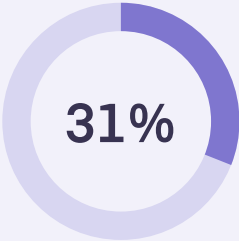
The current situation

Our data showed multiple consequences to having a problematic workplace

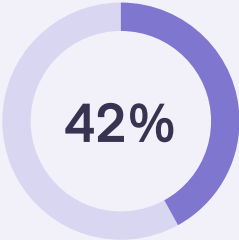
Problematic workplace culture and the effect it's having on employee sentiment of the organisation



say an incident, such as bullying, harassment or discrimination, at work **has led to them not trusting their employer**

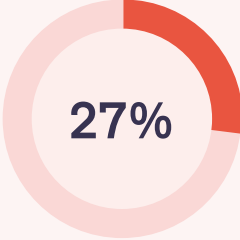


wouldn't share their concerns in annual employee surveys

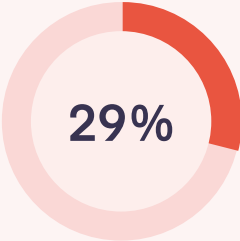


have previously left a job due to a **bad workplace culture**

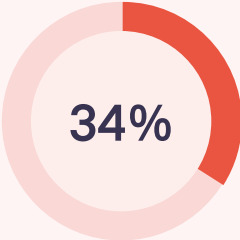
Problematic workplace culture is resulting in absenteeism and presenteeism



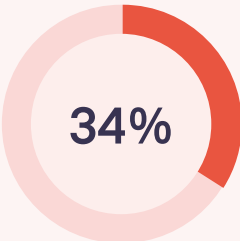
have called in sick due to problematic behaviour they've witnessed/experienced at work



have taken time off due to an incident that happened at work

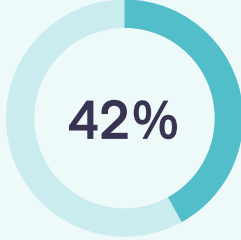


have been less engaged with their job due to the company having a bad culture



say bad workplace culture **has impacted their productivity**

Problematic workplace culture and its impact on employees' health



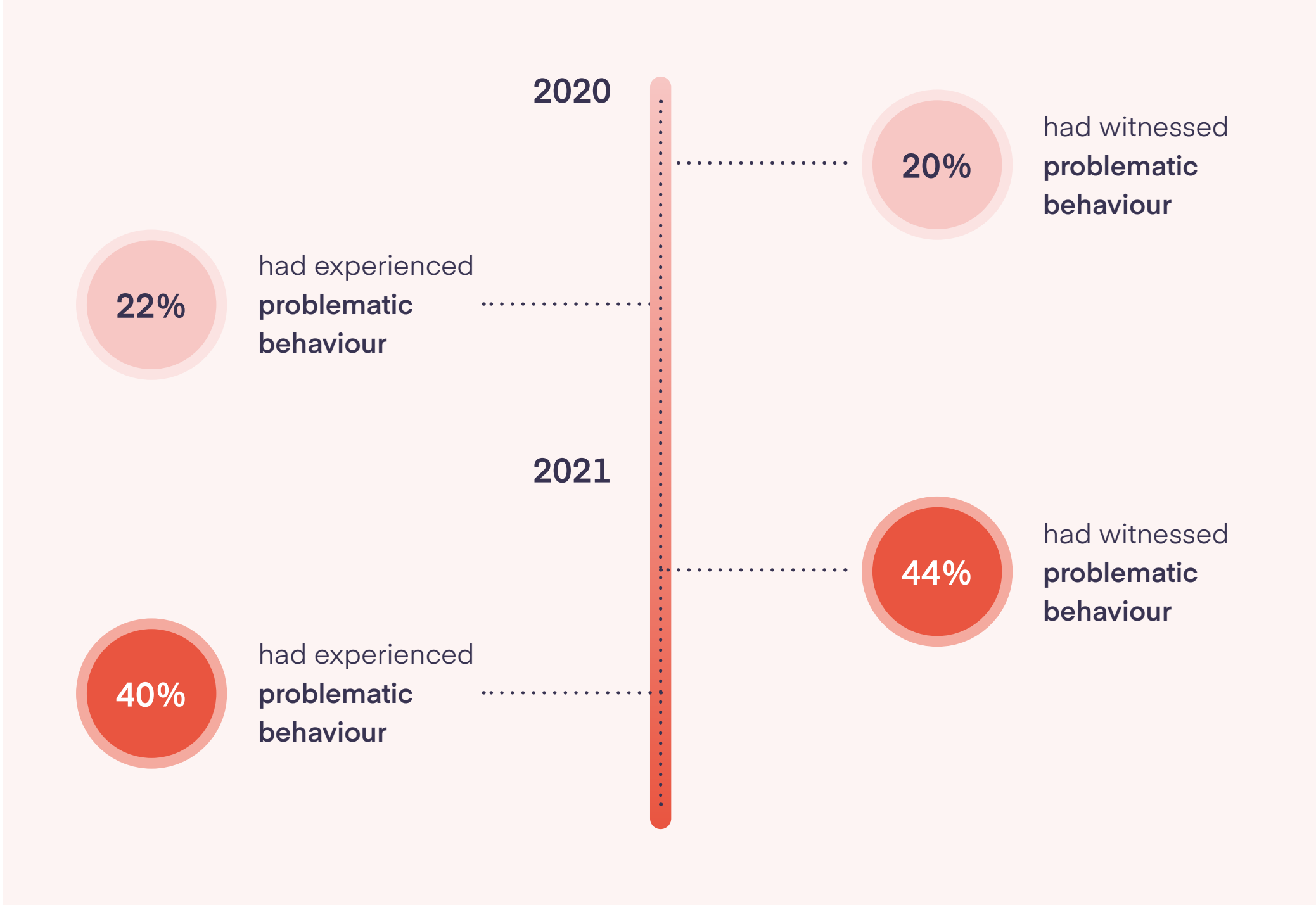
of employees say a problematic workplace culture **has impacted their mental health**

The current situation

While some might think the events of the past 18-months have led to a decline in problematic behaviour in workplaces, the reality is actually a very different story.

In fact, research from charity, Rights of Women, revealed nearly a quarter of women in the UK who have faced work-based sexual harassment, said that it has increased online during the pandemic. A further 42% have also experienced harassment from co-workers online recently and more than 70% said their employers are not doing enough to protect them.²

Our research further solidified the fact that behaviours of this nature aren't just prevalent, but appear to be getting worse as almost half (44%) of those we surveyed have witnessed problematic behaviour (such as bullying, harassment or discrimination) at work, while 40% have experienced it at work, growing substantially from the 20% and 22% respectively that our 2020 survey on workplace culture uncovered.³

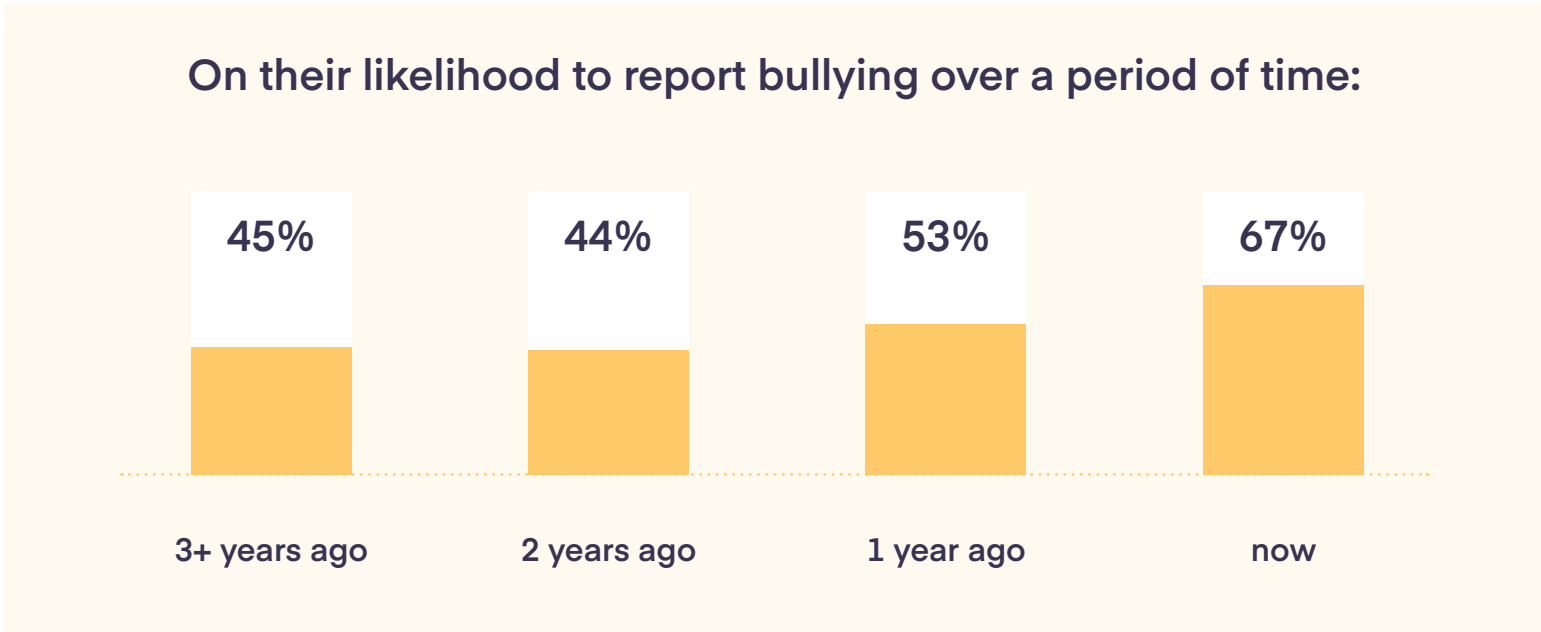


². www.opendemocracy.net/en/5050/women-uk-face-rising-online-abuse-co-workers-survey-says/

³. insight.culture-shift.co.uk/employee-wellbeing/maintaining-workplace-culture-in-a-rapidly-changing-environment

The current situation

On how employees would handle an incident of bullying or harassment at work, our data revealed:



The current situation

The scale of the impact on productivity

Issues of this nature aren't only impacting the individual, they're having a damaging effect on the culture in these organisations, resulting in high levels of absenteeism and presentism, in addition to dipping staff retention, making it harder for employers to retain strong talent – in many instances also impacting the bottom line.

According to recent research from Westfield Health, in 2020 days off due to mental health rose by 10%, while 36% of employees confirmed their mental health affects their productivity on a weekly basis.

The same research also revealed absenteeism cost UK businesses £14 billion last year.⁴ While charity, Centre for Mental Health, calculated that presenteeism from mental ill health alone is costing the UK economy £15.1 billion per year.⁵

However, Deloitte and mental health charity, Mind, report the UK's presenteeism problem is even greater, costing UK employers between

£26 billion

and

£29 billion

annually through lost productivity.⁶

Yet the issues continue to persist and employers are still not putting their people first.

From implementing health and wellbeing initiatives to ensuring your employees aren't overworked, are treated fairly and feel like they have a safe space to share any concerns they have and that they're supported when doing so, there are multiple approaches leaders can take to ensure they're creating a culture that's rooted in protecting their employees at all costs.

It's clear to see there's still quite a journey ahead in creating workplaces that are safe for everyone, but there are simple yet effective strategies organisations can and should be adopting to make a start.

⁴ www.westfieldhealth.com/docs/marketing/covid-19/coping-with-covid/coping-with-covid-report.pdf

⁵ www.centreformentalhealth.org.uk/sites/default/files/2018-09/managing_presenteeism.pdf

⁶ www2.deloitte.com/uk/en/pages/consulting/articles/mental-health-and-employers-refreshing-the-case-for-investment.html

The expert view



Emily Behan

Director of People and Culture,
[Caspian Insurance](#)

The data found by Culture Shift has been really interesting to read and quite eye-opening.

I think it would be naive of me to think that there isn't a lot of room for growth within the financial services industry or in any industry for that matter. Especially in relation to employee experience and overall well-being - I think this report evidences that.

Life has changed so much in just two years, I understand that it can be difficult to keep up with the expectations of the world and of employees, however, in the same breath I believe that it's an employer's duty to be proactive in their approach to employee care, thinking outside the box and listening to the undercurrents of what people really need.

There has been incredibly positive growth across the industry over the past few years, and I think that the pandemic has been a positive thing in speeding up employers' reaction to the demand for change.

We have seen many providers and brokers actively championing diversity and positive changes within the sector over the past few years.

We have also seen initiatives like the Lloyds "We're all in" pledge and Women in Insurance awards being showcased on a big stage. I think the important thing to note, however, is that change does not happen overnight, but I believe that on a whole, we are now very much facing in the right direction.

At Caspian, our mission is to improve the insurance industry. And, as with any industry, the whole of our business is greater than the sum of our parts - meaning that we only work when we work together, we respect each other and our teams, and we invest in our people.

This allows us to achieve so much more than that of a business that holds an individualistic mind-set or purely profit-focused gameplan.

Part Two

Problematic behaviour in the workplace:
Shining a spotlight on the sectors

Problematic behaviour in the workplace

On the sectors currently getting it right in terms of protecting their employees, the results highlighted there's some work to be done across the board.

In this section, we explore current sentiment across the banking/financial services, healthcare, insurance, law and public sectors and how the employees at the heart of these industries feel their organisations fare when it comes to workplace culture and the toxic behaviours that are prevalent.

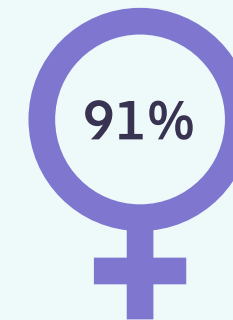
When it comes to problematic behaviour in places of work, the severity of the problem across some industries is more substantial than others. We surveyed at least 100 employees from each of the sectors mentioned above to hone in on the culture in their workplace, while also shining a light on incidents they have witnessed/experienced at work.

Some of the research data came as no surprise, with many ongoing incidents frequenting the media. On workplace culture in general, the legal sector was one of the worst across the board, which is likely not a shock to those in the industry, where high levels of pressure have long been impacting employee wellbeing and studies have shown chronic stress among lawyers is increasing by over 70% every four years.⁷

Then there's the insurance sector, where just a couple of years ago the Bank of England had to step in to push companies to improve their workplace culture, as countless serious incidents of sexual harassment and bullying were brought to light.

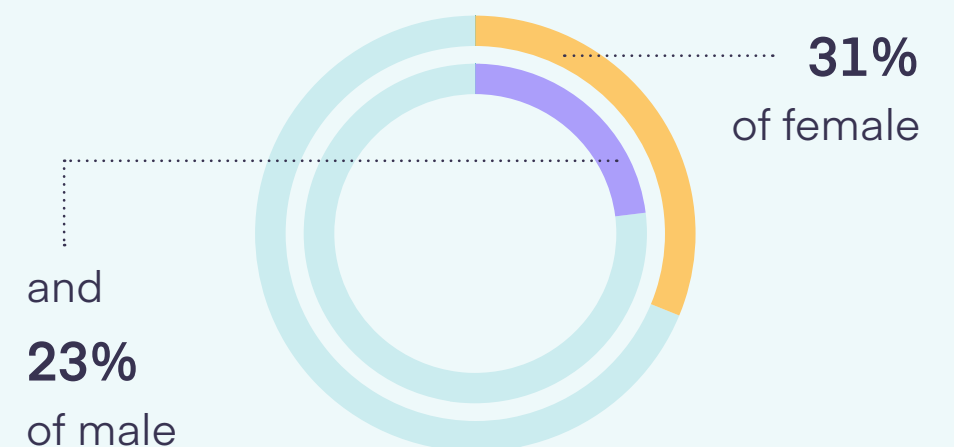
And of course, the healthcare industry where increasingly high numbers of those working across the sector are bearing the brunt of incidents that absolutely should not be happening.

Just recently the British Medical Association released data that revealed:



of female doctors in the UK have experienced sexism at work with **42% feeling they could not report it.**

The same research also uncovered



respondents have experienced **unwanted physical conduct in their workplace.**⁸

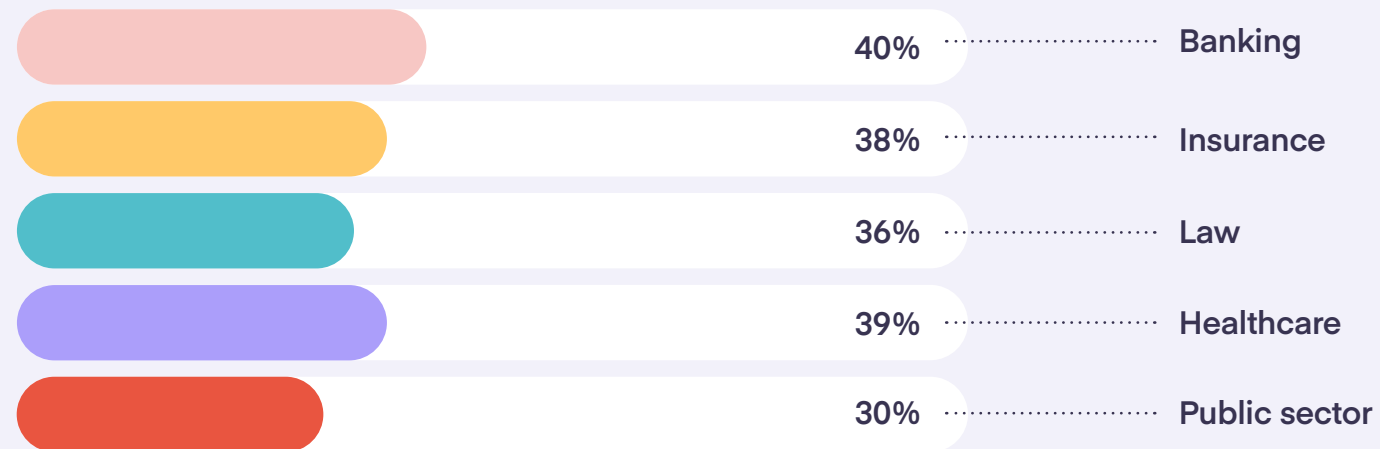
⁷ www.legal500.com/fivehundred-magazine/the-big-issue/the-present-business-of-law-and-mental-health/

⁸ www.bma.org.uk/bma-media-centre/bma-survey-finds-that-sexism-is-widespread-in-medicine

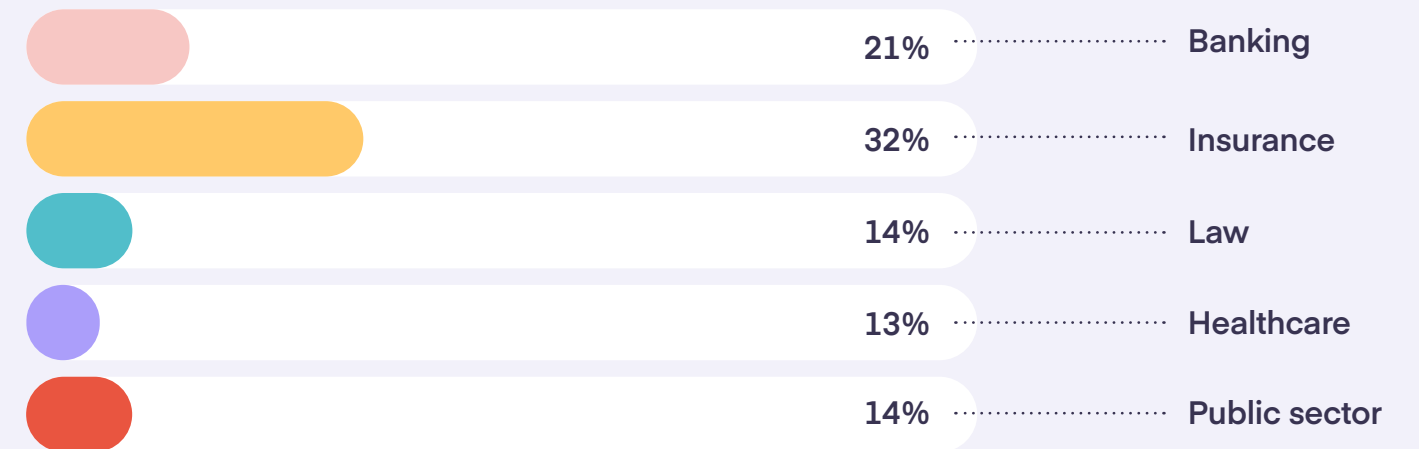
Problematic behaviour in the workplace

On some of the issues having a negative impact on workplace culture, the research revealed:

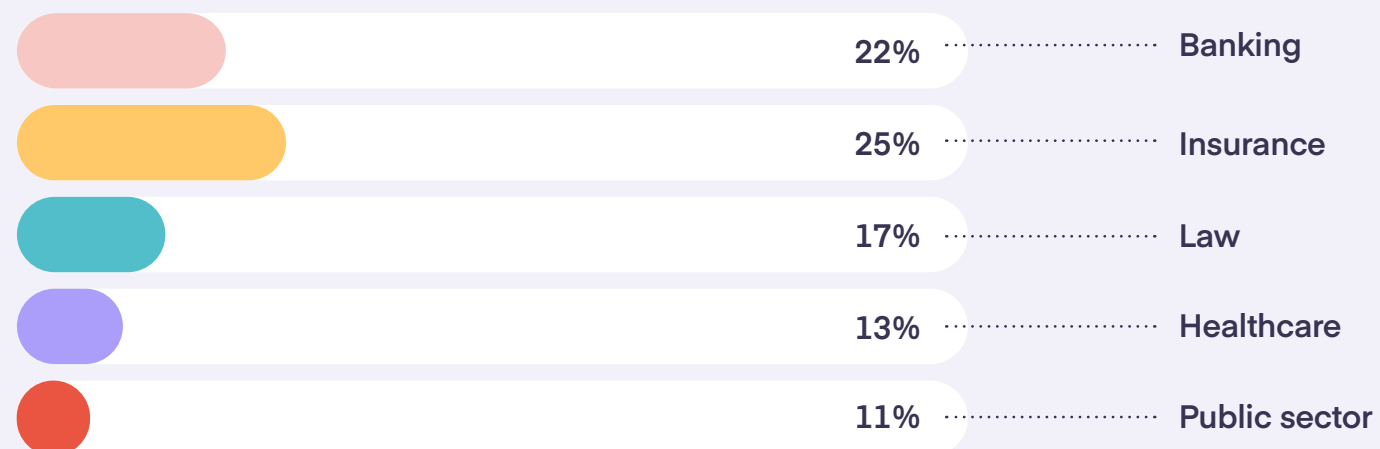
Those who have felt silenced on issues that matter to them in the workplace



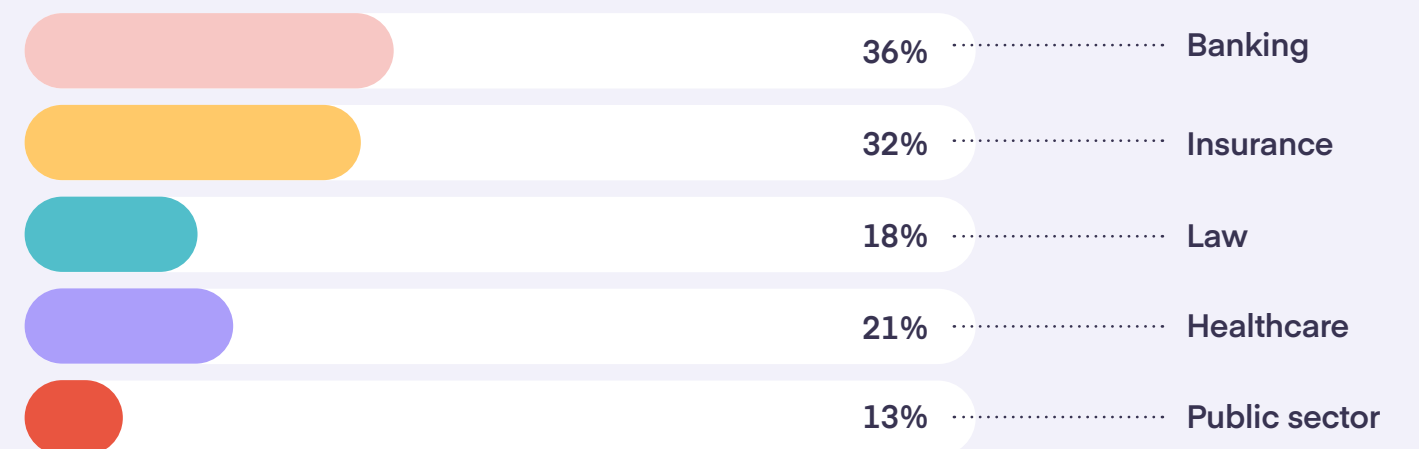
Those who have been told not to discuss politics at work by their current/a previous boss:



Those who have been told not to discuss religion at work by their current/a previous boss:



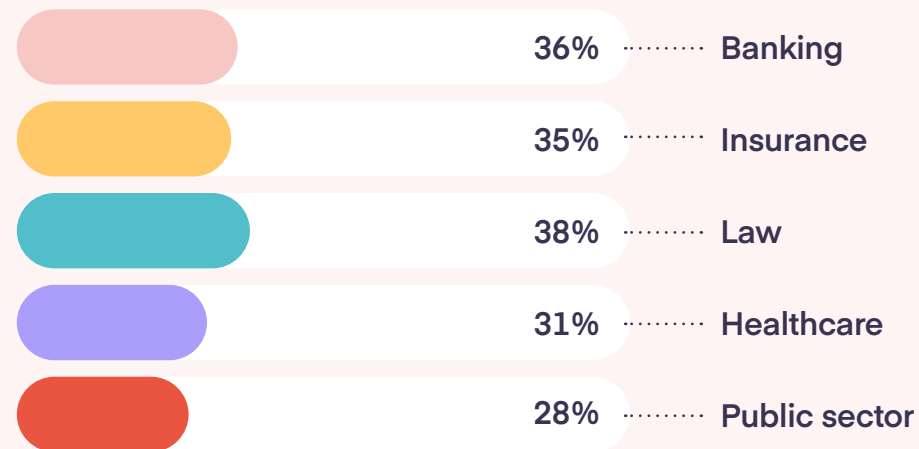
Those who have worked for a company that has been embroiled in a public scandal (such as a lawsuit; bullying, harassment or discrimination allegations; toxic culture claims; financial misconduct; data breach)



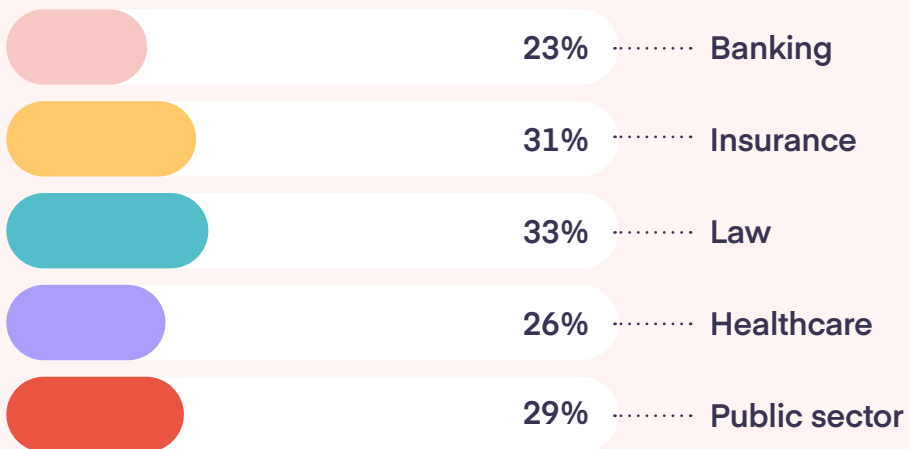
Problematic behaviour in the workplace

On being asked about the culture in their workplace currently, this is how the sectors fared:

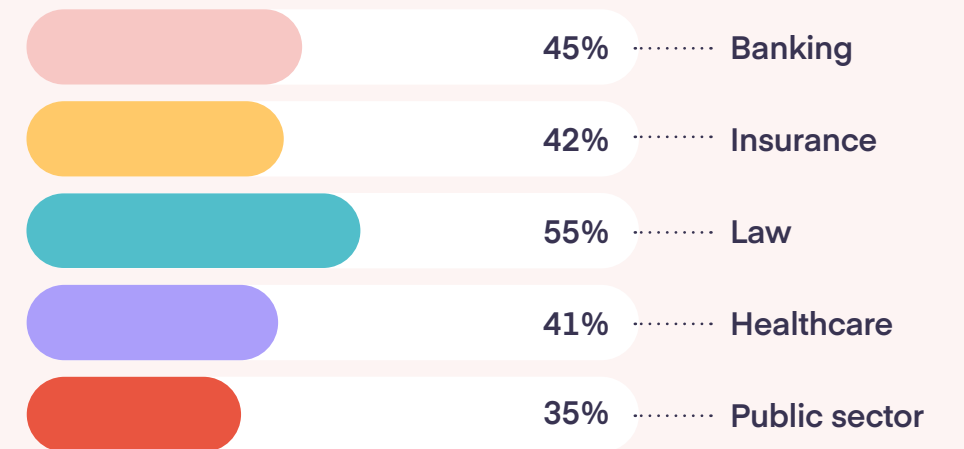
Employees have been **less engaged with their job** due to the company having a bad culture



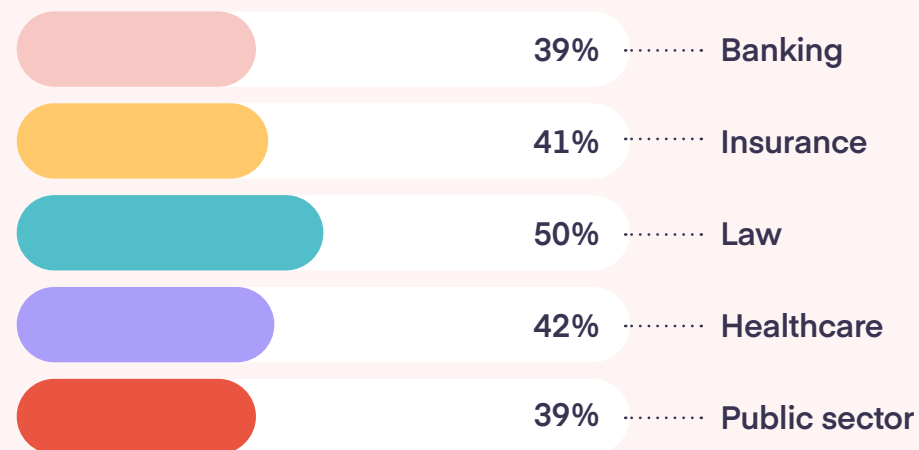
Employees **wouldn't share their concerns** in annual employee surveys



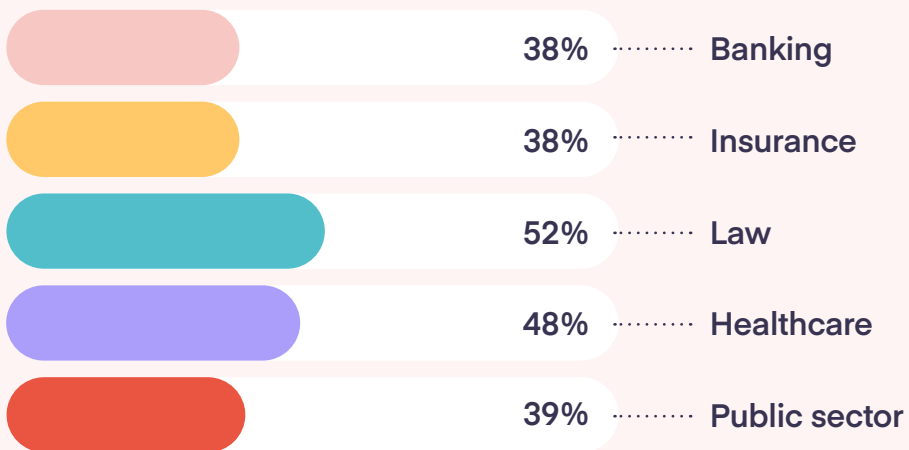
Employees who **have previously left a job** due to a bad workplace culture



Employees say bad workplace culture has **impacted their productivity**



Employees that say a problematic workplace culture has **impacted their mental health**



Problematic behaviour in the workplace

Incidents of bullying, harassment and discrimination are happening across the banking/financial services, healthcare, insurance, legal and public sectors, with high numbers of employees reporting they've either witnessed or experienced incidents at work.

When it comes to which sectors are currently the worst performers on tackling the issue, again the insurance and healthcare sectors particularly don't currently fare well with half of insurers and just short of half of healthcare workers confirming they've witnessed problematic behaviour (such as bullying, harassment or discrimination) at work.

While the vast majority of healthcare workers and close to half of insurers confirm they've experienced it.

Our research found:

Employees who have **experienced** problematic behaviour (such as bullying, harassment or discrimination) at work



- 36% in Banking
- 47% in Insurance
- 38% in Law
- 52% in Healthcare
- 40% in Public Sector

Employees who have **witnessed** problematic behaviour (such as bullying, harassment or discrimination) at work



- 46% in Banking
- 48% in Insurance
- 29% in Law
- 48% in Healthcare
- 45% in Public Sector

Problematic behaviour in the workplace

Bullying and harassment in banking/financial services, healthcare, insurance, law and public sector

Employees who **wouldn't get involved** through fear of the repercussions, if they witnessed someone being bullied by somebody senior to them



- 32% in Banking
- 31% in Insurance
- 27% in Law
- 22% in Healthcare
- 25% in Public Sector

Employees who say they would be **much more likely to report an instance of bullying/harassment** if their workplace had an anonymous platform to do so



- 51% in Banking
- 60% in Insurance
- 65% in Law
- 67% in Healthcare
- 68% in Public Sector

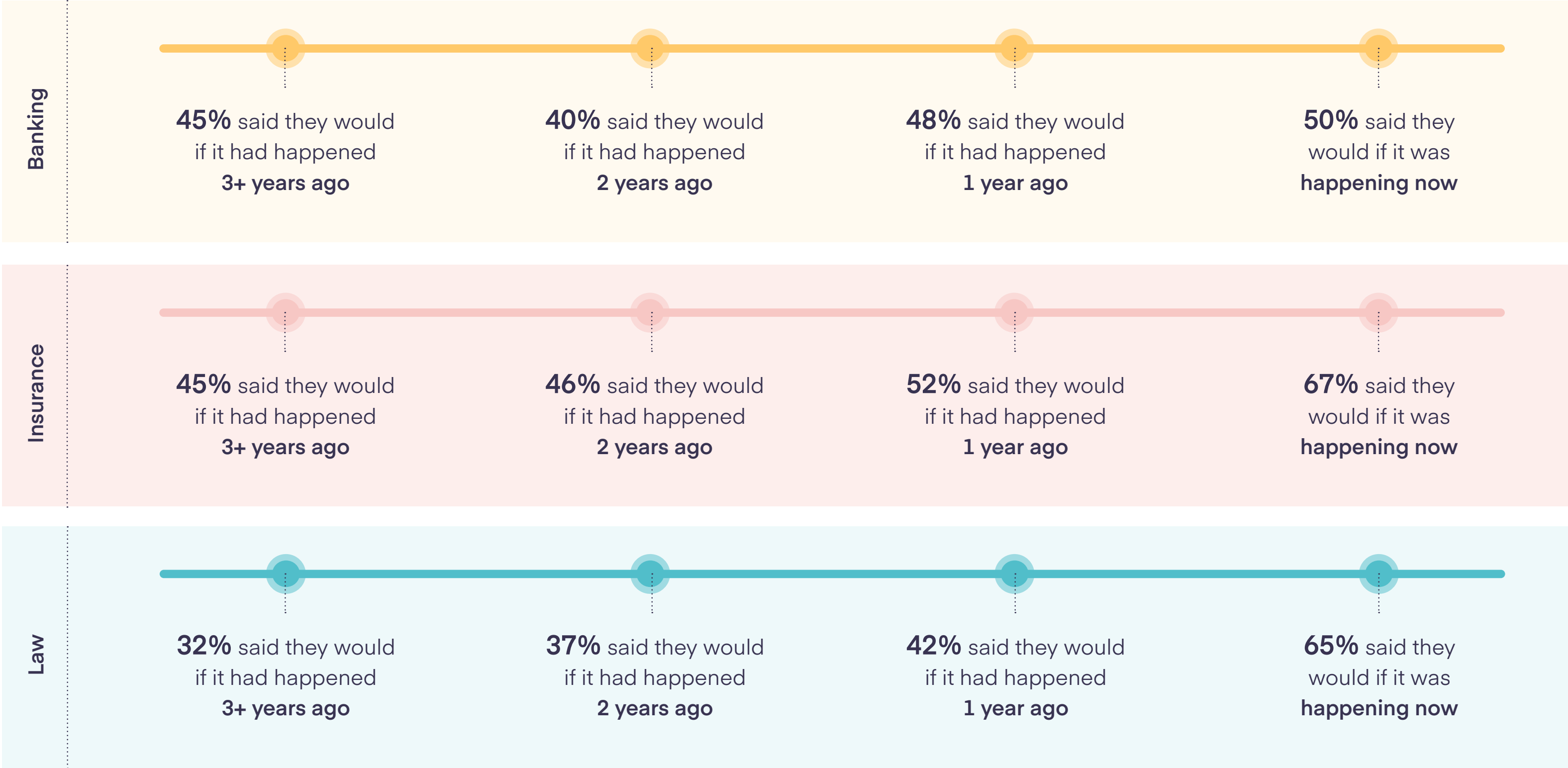
Employees who say they **feel more comfortable reporting workplace bullying** after seeing coverage of similar incidences on shows like The Ellen DeGeneres Show



- 41% in Banking
- 48% in Insurance
- 41% in Law
- 39% in Healthcare
- 32% in Public Sector

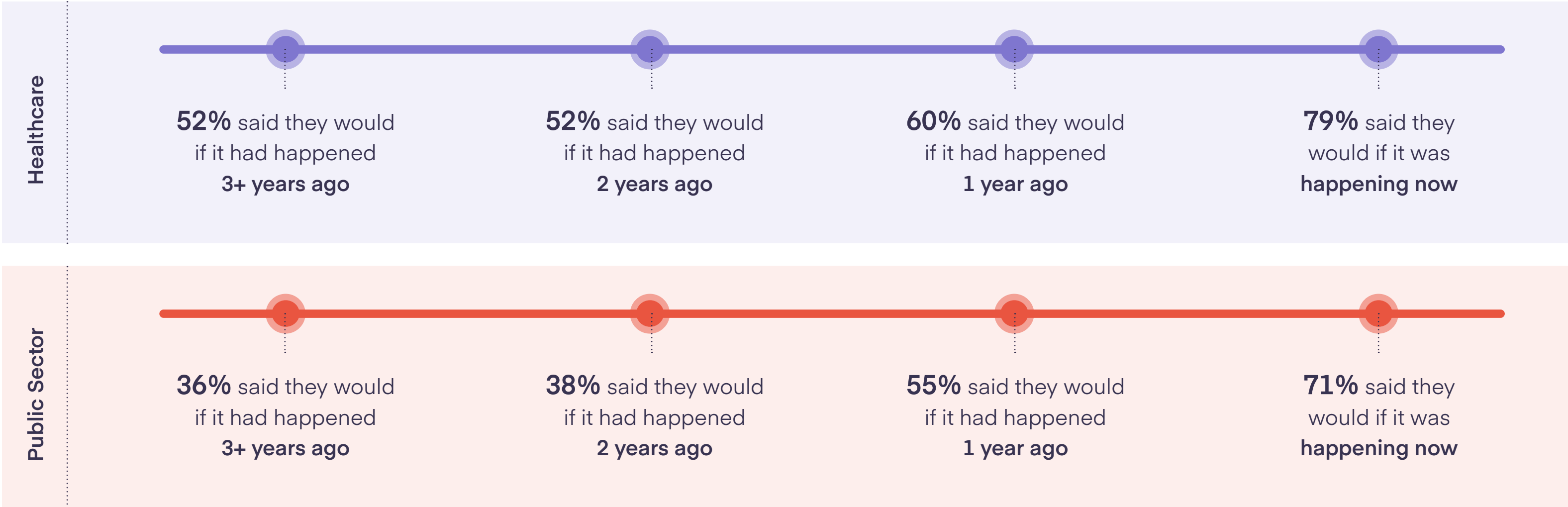
Problematic behaviour in the workplace

On their likelihood to report bullying over a period of time, the research revealed:



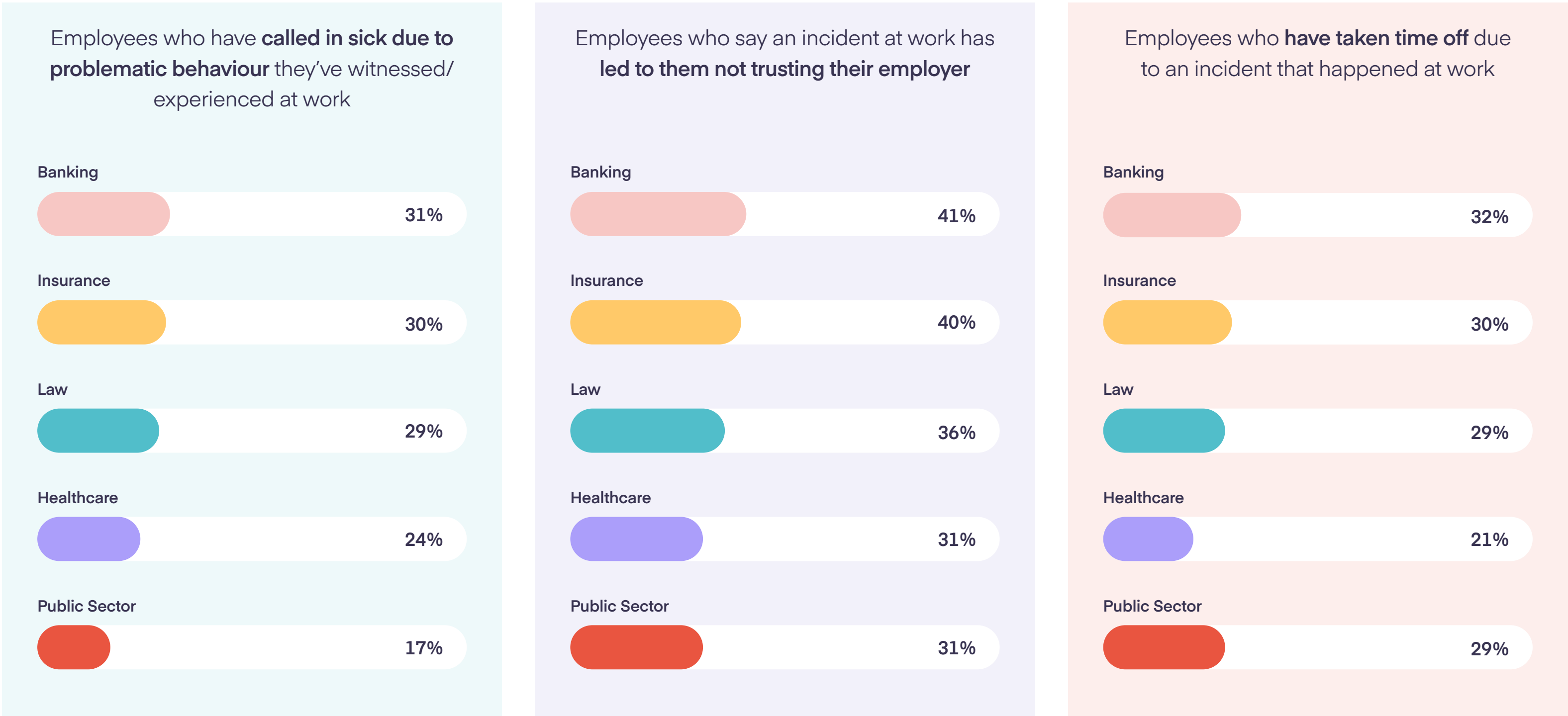
Problematic behaviour in the workplace

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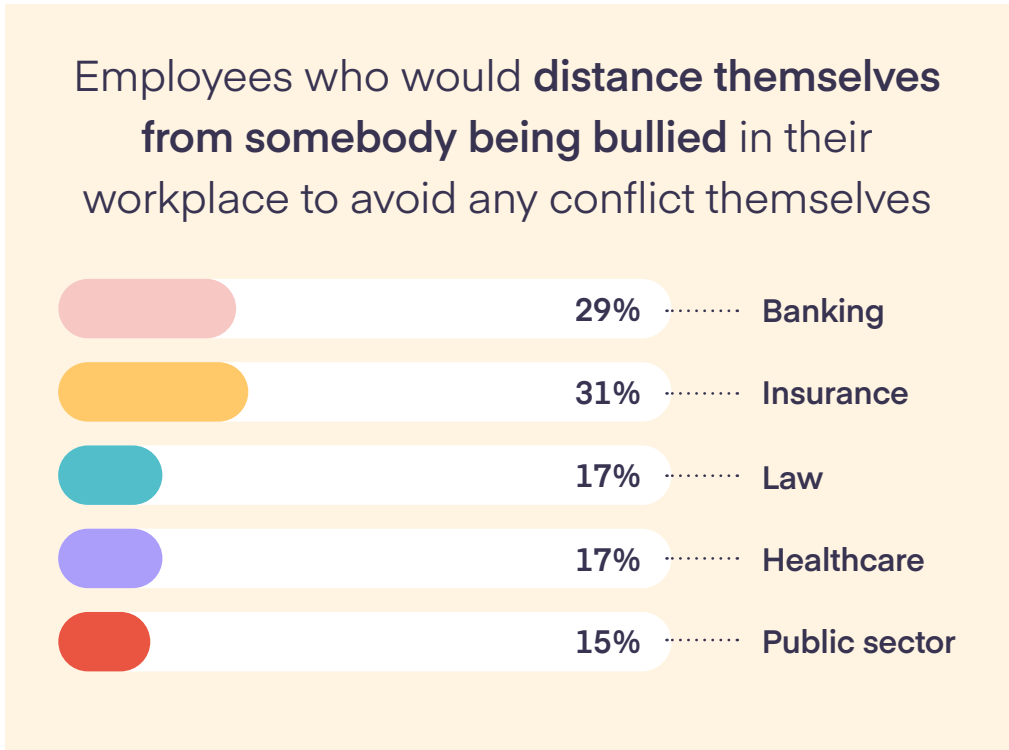
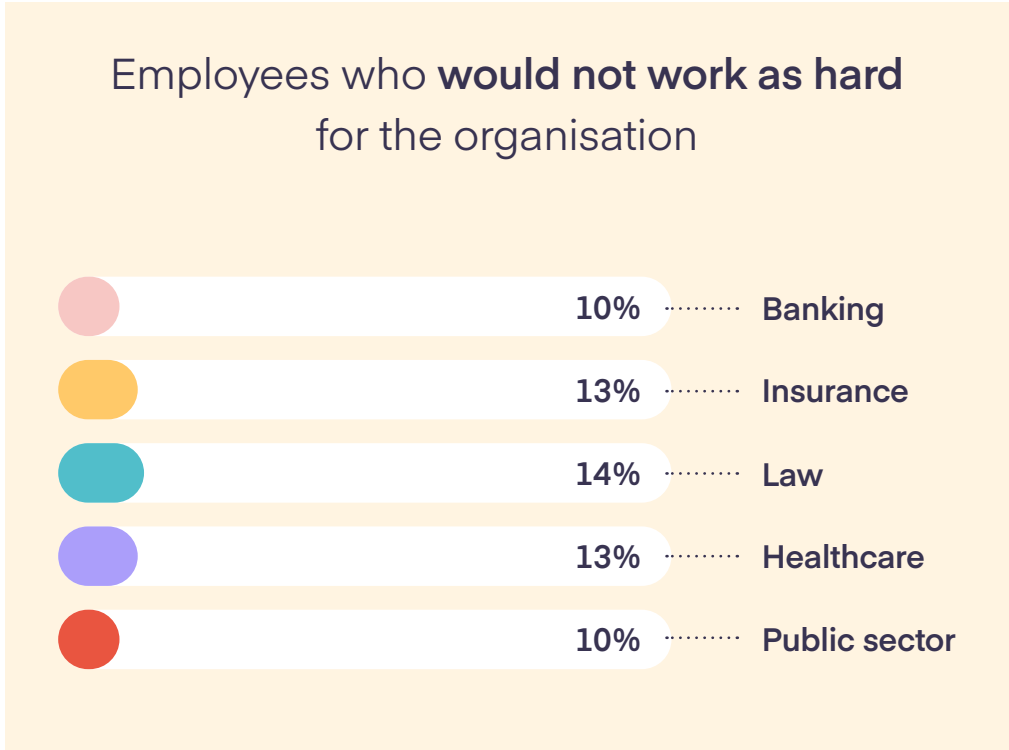
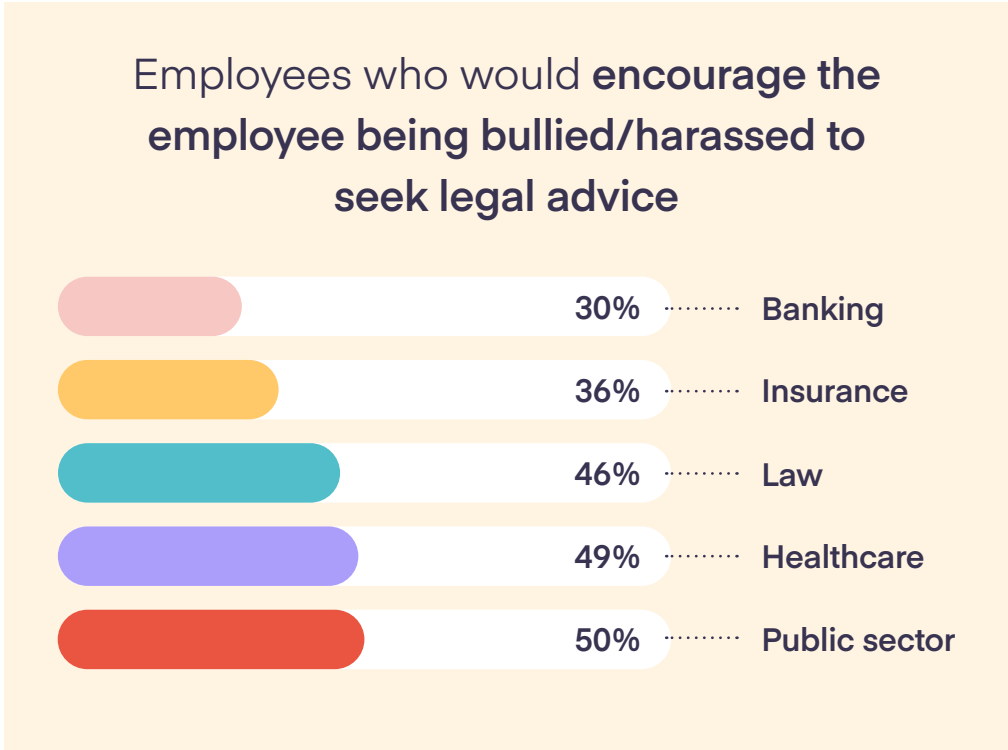
Problematic behaviour in the workplace

On the impact problematic behaviour (such as bullying, harassment, discrimination or sexual misconduct) at work has had on employees:



Problematic behaviour in the workplace

On how they would handle problematic behaviour they either witnessed or experienced at work, respondents said:



Taking a preventative approach to protecting your people and culture

Negative workplace culture and employer traits are resulting in demotivated workforces, dipping productivity and many employees bearing the brunt of unacceptable behaviour, but what could employers be doing to protect their people?

Many of these incidents could absolutely be avoided and there are preventative tactics employers could be adopting to minimise the risk on their people, by protecting them.

The data revealed that while the numbers varied between one-third and one-in-five across the sectors, many employees wouldn't get involved if they witnessed somebody being bullied through fear of repercussions.

However, the vast majority across all sectors surveyed, said they would be much more likely to report an instance of bullying/harassment if their workplace had an anonymous platform to do so.

The safety this can provide could be the difference between reporting and choosing to suffer through bullying or harassment in silence. In addition, it can also provide useful data to employers about the behaviours and cultures that exist in their organisation, helping them to spot any potentially harmful patterns and take the appropriate action.



Anonymous reporting can provide employees with the confidence to speak up about bullying/harassment without having to factor in potential barriers.

The expert view



Emily Behan

Director of People and Culture,
[Caspian Insurance](#)

A lot of the stats provided in the Culture Shift report show a problem with employee trust, office politics and incidents in the workplace being unresolved.

All of these show the massive need for communication improvements. Communication is absolutely the key to our success here at Caspian, because from it we naturally create more trust, more space for ideas, more understanding, more feedback and better morale across the team.

There's plenty of different ways to do this. We've introduced regular team one-to-ones, which are monitored and we create action plans off the back of them so that people know we're listening.

We have team meetings, daily/weekly shoutouts, feedback forms and idea forms - so our teams can be a part of our plans for change. We send company newsletters with updates, and positive mental health/wellbeing reminders. We conduct mental health check-ins and an open-door policy across all levels.

I think it's important to not be scared of talking about the big topics too, like mental health, gender equality and diversity in the workplace - which was noted many times in the report as being an area that needs improvement.

We are very open about our stance on inclusion at Caspian, and we make that clear in our inductions and throughout various messages to our teams that we do not tolerate any form of discrimination.

We make sure that people feel able to speak to their managers and that our differences are celebrated. Again, communication really is king.

Part Three

The impact on the people at the
heart of these incidents

The impact on the people at the heart of those incidents

Throughout this report we have shone a light on the broader issue of toxic workplace cultures and the problematic behaviour that's plaguing workforces across the UK

But, what's the true extent of the impact on the people at heart of these incidents?

Here, we shine a light on the areas of a person's life which can be affected as a result of bullying or harassment at work. From their mental health and wellbeing, to feeling isolated, distressed and losing confidence, being at the centre of bullying/harassment can be incredibly detrimental.

To form this element of the report, we surveyed 100 respondents who have experienced problematic behaviour, such as bullying or harassment at work, and have received a payout as a result.

On the health impact, the research revealed:

- 64%** say experiencing problematic behaviour at work **negatively impacted their mental health**
- 65%** say the compensation they received **does not make up for the emotional distress caused**
- 67%** have **suffered from anxiety** as a direct result of workplace bullying
- 71%** have had to **have therapy due to an issue they experienced at work**

On the impact it had on their career, the research revealed:

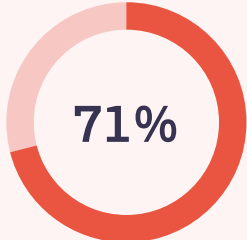
- 66%** confirmed experiencing problematic behaviour at work **impacted their confidence and ability to find a new job**
- 67%** say experiencing problematic behaviour at work **has impacted their overall career progression**

On the impact it had on the absenteeism, the research revealed:

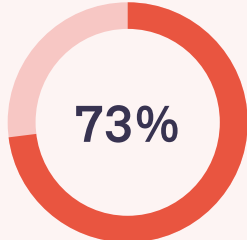
- 71%** have **called in sick due to not wanting to see somebody** they have a negative relationship with at work
- 61%** have had to **take a long-term leave of absence** due to workplace bullying/harassment

The impact on the people at the heart of those incidents

On feeling isolated and alone, the research revealed:



said at the time, they **felt like they had nobody to turn to**



said at the time, they felt like **their colleagues didn't step in to support them**

On average, the emotional distress lasted more than two years, with:



confirming it **lasted 1-2 years** and



saying it **lasted 3-4 years**

Our data, along with reports from the CIPD, solidify that bullying and harassment continue to be “significant workplace issues despite increasing awareness of the problem.”⁹

The outcomes of these incidents can often be incredibly painful and often lead to stress, anxiety, dipping productivity, loss of confidence and high levels of emotional distress that can last for a long period of time.

Further to this, our research uncovered two-in-five employees have been the victims of problematic behaviour at work. While research we conducted in 2020 revealed almost all (91%) employees across the UK say that knowing their employer takes bullying and harassment complaints seriously is an important factor to their overall happiness at work.

So, what should those at the top be doing to protect their people?

⁹. www.cipd.co.uk/knowledge/fundamentals/emp-law/harassment/factsheet#gref

Survivor experience

Kelly Swingler

Executive Coach and founder of The Chrysalis Crew

Kelly Swingler, Executive Coach and Founder of The Chrysalis Crew, had a successful, senior HR career in the corporate world for two decades before bad experiences in two roles led her to burnout and reassess her priorities. She shares details of her experience here:

"I had bad experiences in both of the jobs that preceded me leaving the corporate world in 2013. However, the one that ultimately led to me saying enough is enough was during my final role as a HRD at a large housing company, with 3,000+ employees.

Looking back, the bad culture started from my first day, really. No-one was expecting me when I arrived at the office, I couldn't get on any of the systems and no-one had any time to give me to explain anything. I was also actively told not to go to the CEO's office and introduce myself.

I knew the company had HR challenges, which is why I took the role in the first place, as I really felt I could change things and make a difference. From there, things got progressively worse - I had an amazing team but the CEO and exec team were just awful.

People would be screamed at on the office floor by execs and many were dismissive - it really was a case of those who shouted the loudest were heard. In my role as HRD, I recorded various team complaints against one senior team member, many from women who felt they'd been overlooked for promotions.

I was there to manage grievances and complaints for everyone else, but as the HRD, I had literally no one to go to with my own.

Ultimately, this toxic culture led to me becoming incredibly ill, suffering with both physical and mental symptoms, which still impact me today. I was in and out of hospital, at one point having two operations in 48 hours and still sitting in my hospital bed working as I didn't want to let the team down.

I honestly never thought I'd leave the corporate world but I came to the realisation that when you're working with toxic executive team members, you cannot make change, no matter how much you want to. I'm so glad to finally be out of this environment and ultimately, my experiences have given me the drive to make my business - which coaches professional women, as well as workplaces to build better cultures - a success. However, 7.5 years later I'm still dealing with the physical and mental consequences.

This report resonates with me having seen these issues from both sides - from being a senior HR leader and an employee that has borne the brunt of bad behaviour.

From my experience, I'd predict that the stats are even greater than have been revealed here. For example, a third of people say they have felt silenced on issues that matter to them in the workplace, but I'd take a guess that that figure is actually higher."

Survivor experience

Anonymous Testimony

“At the beginning, my old job was a dream! I was working in a small, happy and tight-knit team and had great relationships with my colleagues and manager.

A change in leadership resulted in a massive change in team dynamic, and slowly but surely the culture at the company I loved became toxic. People around me were being singled out, intimidated and in some cases even discriminated against in ways that were completely unacceptable.

After politely challenging management in a regular meeting, the attention turned to me. My manager screamed at me in front of others that day, and I left the office shaking and in tears. What I didn't know at the time was that would be just the start of a horrible period of being routinely made to feel inadequate, ashamed and like I was the one to blame for being treated that way.

My manager had the backing of the CEO, making it impossible for me to get the issue resolved. Members of the team were encouraged to turn against me, or at least through 'feedback' I was receiving I was made to feel like they hated or were intimidated by me, and my successes were regularly dismissed as not being good enough.

All flexibility was removed from my job role, whilst targets, expectations and workload were being piled higher. Basically I was being unfairly 'managed-out' of a job I once loved. By this point this type of behaviour was happening to many of my colleagues too and over time the constant 'little things' added up to a very large sense of doubt, panic and unhappiness amongst the team.

After all this, I fell apart. I was made redundant from the business. I reported the behaviour to the non-exec board several times, but no action was taken. I pretty much felt at rock bottom, and it was clear nobody was going to be held accountable for what happened.

It wasn't until a few months later that I actually defined the pattern of behaviour I experienced as bullying, and sought therapy online.

“It's over a year since I left the business, and I'm now on a waitlist for in-person therapy to help me get past some of the remaining trauma. The mental and physical toll was, and still can be, huge, and I still have to work really hard to stop the whole experience permanently knocking my confidence.”

I've set up my own business now, working with some of my old colleagues (who it turned out didn't hate me at all!), and we are all incredibly passionate about making sure that nobody who works in this business will ever go through what we did.”

Conclusion and key takeaways for employers

We hope you've found the insights highlighted in this report useful and are able to adopt some of the key recommendations in your organisation to create a safe environment for all employees.

Above all, poor workplace culture and problematic behaviours can have a detrimental impact on your people, as well as your rates of retention, productivity and your bottom line.

Work-induced mental health problems are not only costing businesses billions, but it's costing employees their health. The past 18-months have allowed many to take a step back to re-evaluate what they want from an employer and as many choose the route they'd like to go down, adopting a positive culture and tackling toxic behaviours must move up the agenda for those who want to retain talent and thrive.

The following conclusions and key takeaways have been devised in line with the research findings and should be adopted by leaders as a starting point.

- 1** Put your people at the heart of your business strategy. People-centric businesses that look after their employees typically experience greater success across other areas of the business. Further studies have also proven that culture-driven organisations experience 26% fewer mistakes, 22% higher productivity, 41% lower absenteeism and 30% stronger customer satisfaction than other businesses¹⁰, proving there are countless benefits to adopting a people first approach to doing business.
- 2** Take a preventative approach to protecting your culture and your people. The data solidified the vast majority of employees would be more likely to report an instance of bullying/harassment if their workplace had an anonymous platform to do so. Anonymous reporting not only provides your people with a safe space to report any incidents of problematic behaviour they've either witnessed or experienced, but it offers you the opportunity to learn more about your culture while providing you with insights to identify any potentially harmful patterns.

This enables you to make informed decisions to activate positive change and to protect your employees, your organisation and your culture.

- 3** The research revealed two-in-five employees have been the victims of problematic behaviour at work and 91% say that knowing their employer takes bullying and harassment complaints seriously is an important factor to their overall happiness at work. While many have felt silenced on issues that matter to them, have lost trust in their employer and have had to take time off. However, many wouldn't report incidents through fear of repercussions.

To ensure you're creating a safe space for your employees, it's essential you break down any barriers for those affected by problematic behaviour, making it as easy as possible for them to report any incidents and get further support should they want/need it.

¹⁰ www.inc.com/t-mobile/benefits-of-a-people-first-culture.html

About Culture Shift

Culture Shift is an impact software business that exists to lead a positive change in organisational culture.

Its proprietary online reporting platform gives organisations the insight they need to monitor and prevent bullying and harassment in educational institutions and workplaces.

The software allows users to report any incident safely and anonymously and access further support – enabling organisations to take a proactive and preventative approach to protecting their culture.

Already working with over 70 of the UK's biggest universities, as well as a number of corporate businesses and public sector organisations, Culture Shift has a proven track record of activating change for the better and eliminating the stigma around reporting any form of harassment.

Since its inception in 2018, Culture Shift's mission has been to tackle bullying and harassment.

Working with organisations to take a preventative approach to tackling all forms of problematic behaviour and to address patterns of negative behaviour before they could escalate, Culture Shift's software provides rich data that has empowered leaders to implement long-term, preventative solutions to harassment and bullying.

While the platform is already providing support to more than one million people across the UK, Culture Shift firmly believes there's still a long way to go in eradicating all toxic cultures from the workplace.

For further information, please visit: culture-shift.co.uk

Special thanks

With special thanks to Emily Behan, Kelly Swingler and our anonymous survivors for taking part in the research and sharing further insight. Please note that this report does not express the views of each practice. Where individuals are quoted, views represented are those of the individual, not the practice as a whole.



Want to find out more about the risk of not preventing workplace bullying and harassment?

Our easy to use calculator gives you a idea of the financial risks you could be exposed to, along with a bespoke action plan so you can get ahead of any problems and start protecting your company culture today.

[Find out more](#)

Thank you

To discuss the information contained in this report further, or comment on the findings, please reach out to hello@culture-shift.co.uk

www.culture-shift.co.uk

