

**Presenter:**

Juliene R. Hefter, MSOLQ, CPRP  
Founder – Safety First Aquatics, LLC

**Session Title:** “Bullying in the Workplace”

**Description:** This session will discuss: **WHAT IS WORKPLACE BULLYING AND WHO IS AFFECTED?**

**Workplace bullying** refers to *repeated*, unreasonable actions of individuals (or a group) directed towards an employee (or a group of employees), which are intended to intimidate, degrade, humiliate, or undermine; or which create a risk to the health or safety of the employee(s).

**Workplace bullying** often involves an abuse or misuse of power. Bullying behavior creates feelings of defenselessness and injustice in the target and undermines an individual’s right to dignity at work.

This session will discuss bullying in the workplace and the different types of workplace bullying. It will incorporate a discussion on how bullying affects people, how it affects organizations, how it differs from Harassment and what can be done about bullying in the workplace.

**Learning Outcomes:** Participants will:

1. Learn what workplace bullying is and who is affected.
2. Learn examples of bullying and the signs to look for.
3. Learn the factors that increase the risk for bullying behavior.
4. Learn what can be done about bullying.

**Clientele to be Served:** This session is suitable for the following:

- Program Supervisors
- Park & Recreation Directors
- Administrators
- Boards and Commission Members
- Anyone that works in Parks & Recreation

**Instructor Credentials:**

Juliene Hefter is the founder of Safety First Aquatics, LLC and is Deputy Director for the Wisconsin Park & Recreation Association. She is the first person to hold this new position with one of the premiere Park and Recreation Associations in the nation. Currently, she is responsible for membership development and recruitment, coordinating educational development, development of marketing initiatives including the design and maintenance of the Association website, negotiating and implementing contracts and agreements, and generating revenue and corporate sponsorships.

Juliene Hefter received her Bachelor of Science in Recreational Leadership from the University of Wisconsin, La Crosse and holds a Master of Science in Organizational Leadership and Quality from Marian College. She has a long and illustrious career in aquatics and park and recreation administration, and has been the Manager of Recreation Services for the City of West Bend, Park and Recreation Director for the City of Horicon, Supervisor of Recreation & Aquatics Director for the Fond du Lac School District, and the Park and Recreation Director for the Village of Germantown.

She has served in a number of leadership positions with both state and national organizations, including being the Chairperson for the National Recreation and Park Association's 2005 National Aquatic Conference, Member and Chairperson of the Aquatic Facility Operators Board of Directors, 2006 Chairperson of the National Aquatic Management School, 2007 President of the National Aquatic Council, Chairperson of the Wisconsin Park & Recreation Association's Recreation Section, Chairperson of the Southeast Park and Recreation Council, and Vice-Chairperson of the Washington County Park and Open Space Technical Advisory Committee.

Her distinguished career includes being the recipient of the Wisconsin Park & Recreation Association's Professional Award of Merit, the Recreation Professional of the Year, Aquatic Professional of the Year, and the recipient of the Public Policy Innovation Award. Most recently she was named to the "Power 25" by Aquatics International for 2007.

She is a renowned speaker and author on a variety of management and administrative topics, including A Hands On Approach to Corporate Sponsorships, Sexual Harassment Training for Part-Time and Seasonal Staff, Public Perception of Lifeguards, Risk Management, Staffing, and Staff Manual Development for Aquatic Facilities, Marketing and Promotions, and Team Building and Special Events. Juliene is also an Instructor for the National Aquatic Facility Operator Certification Course.

**Length of Session:** 1 ¼ hours – 1 ½ hours