

THE IAWBH MASTERCLASS 2024

Approaches to Managing Workplace Bullying and Other Workplace Hazards

Thursday 7 March 2024

Our Speakers

Doris Bozin



Doris is a socio-legal academic whose work is underpinned by an appreciation of the social, philosophical, and educational dimensions of legal issues. Doris is also a lawyer, a nationally accredited mediator, conciliator, and negotiator, completing her negotiation training at Harvard University.

As the Founder and Director of **JustResolutions**, Doris' work is directed towards helping individuals and organisations navigate a range of legal issues including workplace bullying, by applying best practice dispute resolution processes. Her aim is to achieve the best possible outcomes for all parties, allowing them to move forward positively. Doris' unique approach to people management, together with her advocacy, negotiation, and mediation skills are used in her

role in conciliating worker's compensation disputes for the ACT Government. As a former Registrar of the ACT Magistrates Court, Doris established a novel dispute resolution unit which triaged all civil court matters prior to hearing. This unit was used as an exemplar adopted by other State and Territory courts.

As a Clinical Assistant Professor at the University of Canberra, Canberra, Australia, Doris, was awarded four teaching awards for innovative teaching and student engagement. One initiative included establishing of a health-justice partnership - a legal clinic which saw health practitioners, lawyers, legal academics, and law students working together to provide holistic solutions for vulnerable patients and/or clients across the local community.

Doris has a proven track record in various legal settings which span the public sector, private practice, and university legal education sector. Her expertise extends across strategic and operational levels. She actively engages in diverse projects within the NFP charity and community sectors.

Doris has co-authored several peer-reviewed articles on ADR, well-being, resilience, clinical legal education, discrimination, sexual harassment, and

workplace bullying & harassment. She has also presented her research at international and national conferences. Doris is currently finishing her PhD.

Dr Carlo Caponecchia



Carlo is the Immediate Past President of the IAWBH.

Carlo joined the University of New South Wales (**UNSW**) School of Aviation in 2010. He has an Undergraduate Honours degree in Psychology from the University of Newcastle, NSW, Australia, and a PhD in Psychology from UNSW.

Carlo's research focus is on human factors and safety applied across several domains, including human error analysis, risk perception & communication, distraction & fatigue, psychosocial hazards and psychosocial injury, and system safety and risk management. His work is published in several peer-reviewed journals and with Dr Anne Wyatt, is the co-author of

the seminal publication, *Preventing Workplace Bullying* (2011) an evidence-based guide to preventing workplace bullying for managers and employees

Carlo is a member of the Standards Australia Committee. The Committee is responsible for Occupational Health and Safety Management Systems (SF001) and deals with AS/NZSISO 45001:2018. He was part of the Australian delegation to ISO Technical Committee 283 which developed an International Standard on Psychological Health at Work (ISO45003: 2021).

Carlo is also a member of the SafeWork NSW MSD Consultative Committee.

Dr Laura Crawshaw



Laura is an experienced psychotherapist, executive coach, researcher, and author. She is the Founder of **The Boss Whispering Institute**; President of The Executive Insight Development Group Inc. Laura is a world leading expert on the specialty practice of coaching abrasive leaders, and author of *Taming the Abrasive Manager: How to End Unnecessary Roughness in the Workplace* (2nd Ed., 2007), and *Grow Your Spine & Manage Abrasive Leadership Behavior: A Guide for Those Who Manage Bosses Who Bully* (2023).

Laura received her *Masters in Clinical Social Work* from the Smith College School for Social Work.

She completed her postgraduate studies at the Seattle Institute for Psychoanalysis and the Harvard Community Health Plan. Laura subsequently completed a second master's degree and PhD in Human & Organizational Systems at Fielding Graduate University.

Dr Frances Macgregor



Frances is a Senior Lecturer in Human Resource Management Senior Lecturer in Human Resource Management, in the School of Business, Education and Law, at the University of Huddersfield, in Huddersfield, UK. Frances joined the Business School in 2013, moving from senior operational and strategic HR roles within the police forces of Yorkshire and the Humber.

As the Regional HR Business Partner, Frances set HR strategy and delivery to help meet the challenges of the Comprehensive Spending Review; managing different stakeholder and staff representative group demands to ensure effective and efficient service in collaborative partnership working.

Frances has a wealth of HR management and trade union

experience; she previously worked in the banking sector with HR and their recognised staff representative bodies. In her role as Chair of West Yorkshire Chartered Institute of Personnel and Development (CIPD) Branch, Frances plays a key role in the professionalism and development of members locally and nationally through her role on the CIPD Council.

Dr Matt Sharpe



Matt is an Associate Professor and the National Head of the School of Philosophy at the Australian Catholic University, Australia. In 2002, Matt completed a PhD in philosophy-social theory at the University of Melbourne. He has taught philosophy and psychoanalytic studies since 2002, both at the University of Auckland and the University of Melbourne, and from 2004-2023 at Deakin University, in Melbourne, Australia. In 2020, Matt completed an MA in public policy, specialising in Higher Education at the University of Tasmania and a Diploma of Counselling (AIPC) in 2022.

Matt has published extensively on ancient practical philosophy, with a focus on Stoic techniques for building resilience and serenity, including in the face of adversities. He is the author of *Stoicism, Bullying, and Beyond: How to Keep Your Head When*

Others Around You Have Lost Them and Blame You.

Matt has written extensively for *The Conversation*. In 2022, he was awarded the Australasian Association of Philosophy media award.

Dr Donna Stemmer



Donna is the Founder of **WorkRight23**, Bay of Plenty, NZ. WorkRight23 supports targets of workplace bullying and harassment by helping them to resolve their cases of bullying, sexual harassment, and family and/or domestic violence at work.

WorkRight23 also partners with a range of organisations to measure, monitor, and manage the psychosocial health of workplaces.

Donna has worked with over 800 organizations to design and implement processes and measurement systems that allow organizations to become agile and resilient and to better invest in their most valuable asset - their Human Capital - for substantial financial returns.

Donna has a Doctorate of Science in Engineering, during which she was able to refine the measurement and management of business intangibles.

Dr Alison Thirlwall



Alison is the current President of the IAWBH.

She is an Associate Professor for the BBA and Bachelor of Business degrees (all specialisations) in the Faculty of Business at the University of Wollongong in Dubai. Her teaching accolades include the Outstanding Contribution to Teaching and Learning (OCTAL) Award in 2021 and the Teaching Excellence Awards in 2019.

Alison obtained her PhD from the University of Waikato in New Zealand (a triple accredited business school), specialising in workplace bullying in New Zealand institutes of technology and polytechnics. She also holds an MBA from the Open University (also triple accredited) and a BA in Business Studies from the University of East London, both based in the UK.

Alison's research interests revolve around the management of workplace conflict and its implications in a range of international settings.

Prior to joining UOWD in 2012, Allison taught the MBA and subjects in bachelor degrees at Emirates Aviation College, Dubai. She has worked at managerial levels in the public transport and

higher education sectors, and she is a qualified adult educator and trainer.

In her previous role, Alison taught management disciplines including organisational behaviour and human resource management, international business, and strategic management.

She also has extensive international experience, having worked in the UK, New Zealand, Malaysia, Fiji and the UAE.

Dr Lori Tucker



Lori is a business professor with the Business Faculty at the College of Idaho. She researches leaders who were formerly abrasive leaders as well as organizational leaders who intervened.

Lori was previously the President of *Change Course LLC* which provided specialized coaching for abrasive leaders to help them improve their interpersonal behaviours and to learn more effective offered training and coaching to organizations on better managing the behaviours of its leaders

Lori has presented her research at several international conventions. She is also the primary author of *Abrasive Leaders Who Changed: Learning From Their Experience* (2021).

Nicole Turnbull



Nicole is the Founder and Chief the work health and safety (**WHS**) Courage Officer at **Neon Shed** - occupational health and safety which brings light to the dark (**OHS**) industry. sides of work.

Nicole works to help eliminate psychosocial hazards in the workplace. She ignites courage in leaders and teams by giving them the tools and options to know how to create and have a safe workplace.

She has a podcast called *Under the Rug at Work* and has worked extensively for NSW safety regulators, for the Workers Compensation insurer icare NSW, and also for the NSW Workers Compensation Independent Review Office.

Nicole has over 20 years in communications and 15 years in

IAWBH MASTERCLASS 2024 – THE PROGRAM

Approaches to Managing Workplace Bullying and Other Workplace Hazards

**Thursday 7 March 2024 (0200 hours – 0600 hours UTC)
1300 hours – 1500 hours (approximately) Australian Eastern
Standard Time**

Dr Carlo Caponecchia (Australia) - Introduction (5 minutes)

Dr Matthew Sharpe (Australia)

Part III: Stoicism: A Practical Application to Workplace Bullying (two hours)

- The principles of stoicism and applying them to help targets of workplace bullying
- How applying stoic principles can promote emotional and social wellbeing
- Making good decisions about, and responding to workplace bullying

Challenger/Discussant: Doris Bozin (Australia)

Is empowering targets the solution or should the focus be on employers taking preventative measures?

**1500 hours – 1700 hours (approximately) Australian Eastern
Standard Time**

Dr Donna Stemmer (New Zealand) and Nicole Turnbull (Australia)

Part IV: Measuring and Managing Psychosocial Hazards

- learn how to:
 - measure and manage the psychosocial health of your organisation
 - identify and resolve the root cause of issues, and
 - improve business performance while also building the trust and engagement of your staff.
- learn about real life examples to clearly illustrate the incredible outcomes possible. Health and safety of staff is not just a legal requirement it can add real value to your bottom line.

1645-1700 hours - (approximately) AEST

Dr Frances Macgregor – Closing Address

Thursday 7 March 2024 (1500 hours – 0700 hours UTC)
0700-1100 hours USA (Pacific Time)

Dr Alison Thirlwall (5-10 minutes) - Opening Address

0715 hours – 1045 hours (approximately) USA Pacific Time

Dr Laura Crawshaw (USA)

Part I: The Elements of the Conduct Intervention Technique (two hours)

- The conduct intervention technique
- Why conducting an intervention with abrasive leaders is so challenging
- Why managers avoid intervening
- How to motivate managers to intervene
- Helping managers respond to the abrasive leader's defensiveness.
- Participant discussion

Dr Lori Tucker (USA)

Part II: The Impact of Conduct Intervention (two hours)

- Research with three formerly abrasive leaders who experienced conduct intervention
- The personal impact of the conduct intervention: Disruption, awakening, equipping
- The impact of intervention among colleagues and upon the organization
- The catalyst for improving conduct
- Practical implications
- Participant discussion

1045-1100 hours - (approximately) Pacific Time

Dr Frances Macgregor – Closing Address