



Annie Høgh  
President of IAWBH

## From the President

Dear IAWBH member

Welcome to this July issue of the IAWBH Newsletter 2014. The newsletter looks back on the biennial conference of the IAWBH in Milan, which was a great success with more delegates than ever, inspiring key note presentations as well as many interesting presentations from delegates - both practitioners and researchers. See the

pictures and read also Shayne Matheson's personal account from the conference. A special thank you to the Milan group for organizing the conference and now we look forward to Auckland in New Zealand in 2016.

Local groups have started organizing conferences on specific subjects. In this Newsletter you can read about the conference in Nova Scotia where the focus was on prevention and working towards Bully-free workplaces.

I would like to welcome new members of the IAWBH. Many of you got a one-year membership by paying the full conference fee. I hope that you are interested in learning about the association. For a start you can read a short account of the activities of the association from the past 2 years in the biennial report, which is included in this newsletter. If you would like to know more we have an archive of previous newsletters on our website.

## Content:

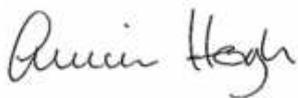
	<i>Page</i>
From the President	1
Biennial report June 2012- May 2014	3
Elections	8
Literature update	9
Events	11
Impressions from IAWBH conference	12
 <i>Members' corner:</i>	
The law of Workplace Bullying in Chinese	14
Proposal for a UK based group	15
Summary Nova Scotia conference	16
In my personal opinion	18
Medal (OAM) of the order of Australia for one of our members	20
Who is...? Pam Farmer	21
New members	23
Next newsletter	24



Board meeting 2014 in Milan (Picture: Board member Elfi Baillien)

As always the Newsletter also includes an update of publications provided by members (for more please visit the 'library' on the IAWBH website) as well as a book review and a presentation of one of the members.

I hope you will enjoy reading the Newsletter and you are welcome to contribute to the next one.



Annie High  
President



Picture: Maria Chiara Gugiarì



## **BIENNIAL REPORT June 2012- May 2014**

### **INTERNATIONAL ASSOCIATION ON WORKPLACE BULLYING AND HARASSMENT**

#### **INTRODUCTION**

The Montreal Conference in 2008 established the International Association on Workplace Bullying and Harassment and elections have been undertaken twice since then. Together with the board members, as President, I now report on activities of your Board in the two years since the Copenhagen conference in 2012.

According to the constitution of the Association all Board members must be employed, and so their work for the IAWBH is voluntary, and fits around paid jobs. A big thank you to all Board members for their diligent services these last two years. We have had 16 Skype meetings in the period, a short meeting right after the Copenhagen conference, a full day face-to-face meeting in May 2013 in relation to the EAWOP conference in Münster, Germany, and we are having a full day meeting just before the conference in Milan. Having these face-to-face meetings in connection with conferences keep the costs down since several of the board members attend these conferences and are paid for by their workplaces. At these meetings we were able to have more in-depth discussions about the IAWBH, new ideas and initiatives and the future of the association – so thank you to Marit Vartia from the audit committee for suggesting this at the General Assembly in 2012.

All Board members undertake a co-ordinating role: Annie Hogh has acted as President and chair our meetings. Premilla D’Cruz has been an excellent Secretary, always providing fast and accurate minutes and Nils Magerøy has been a stalwart Treasurer who needs praise for his diligent work on creating new bank and Paypal accounts. The other board members have also done excellent work in their roles: Shayne Mathieson who have been in charge of the SIG groups, Ståle Einarsen being in charge of our conferences, Adrienne Hubert being editor of the Newsletter and Elfi Baillien who have been heading the Association’s literature database and news about events among a range of other matters (more about these roles below).

#### **1. Communication**

Our communication with the members happens along our website, our newsletter and the LinkedIn group. These fall under the responsibility of Adrienne Hubert who also represents the practitioners on the board.

Our website runs with the help of Christoph Seydl, our volunteer webmaster. Thank you Christoph!



Our quarterly Newsletters, has further developed during the past two years. The lay-out has changed to include the colours and logo of our Association and to allow photographs. Elfi Baillien enriches each newsletter with a literature update and a list of upcoming events in our field. A new column ("Who is...?") where IAWBH members may introduce themselves based on some questions has been established. The Board is delighted that members contribute to the newsletter enthusiastically. To ensure the quality of the newsletter, guidelines for member contributions were set up.

An IAWBH LinkedIn group was established to meet a suggestion from a member at the General Assembly in 2012; 64 members joined the IAWBH LinkedIn group so far. About 10 discussions were started over the past two years. At the request from some of the SIG convenors we also created subgroups on LinkedIn for each SIG. However, these subgroups have hardly been used and may

distract the attention from the main LinkedIn group and from the SIG discussion fora at our website. We seek input from our members/SIG convenors whether to continue the LinkedIn subgroups.

Adrienne Hubert has done an excellent job in further developing our ways of communication. Feedback is always welcome!

### **2. Special Interest Groups**

The SIGs have been led very well by Shayne Mathieson; she represents SIGs' and practitioners' views at Board meetings. The last 2 conferences have given SIG members time together, and the membership responded with a wholehearted request for more! This will be achieved for us in Milan with pre-conference SIG meetings, some have full day meetings, others have asked for half a day or for a few hours. The University has been very flexible in allowing us space for these activities.

The period between conferences has seen limited activity in SIGs through their web links and LinkedIn with the exception of the Therapeutic SIG. We would like to get more input from the members on this issue.

### **3. Events, Literature Database and Summer School**

As mentioned above Elfi Baillien has done a great job in creating a database / list of recent literature on workplace bullying and harassment. She kept an eye out for conferences and other events that might be of interest to our members. In addition she has been in charge of developing the concept of a new IAWBH initiative in the form of a summer school to be subsidised by the IAWBH. This has turned out really nice and is ready for someone to try for the first summer school. All these initiatives benefit highly from our members' contributions. Thank you for sending in your publications, detected papers and events! We would love to continue in this track, and look forward to even more input and comments from our members.

#### **4. Biennial Conference**

The IAWBH conference is a pivotal event for us, and co-ordinated on the Board by Staale Einarsen. Staale has worked creatively with the organisers of the Milan conference to good effect, having visited Milan in November 2012 together with Annie Hogh to plan the conference early on.

Staale has obtained and vetted bids for the next conference in 2016 - to be announced at the Biennial General Assembly in Milan. Any research-based organisation can run this conference as long as travel links can meet the needs of world-wide attendees. We have however also been looking for a larger group of researchers at one institution or at collaborating institutions with a track record of bullying research and with experiences in hosting conferences. In addition, there should be a certain "home marked" for the conference and the chosen conference venues should over time reflect the true international nature of our association.

Milan is an expensive venue, and while the conference is designed to run close to breakeven, local prices mean the Board is concerned to help members attend. In line with the Copenhagen conference we have chosen a pricing structure that was advantageous to all members, by spending a proportion of membership fees subsidising attendance at the conference. Logistically it is only after the conference that we will be able to 'balance the books', but only part of fees have gone to the conference.

Staale has organised the doctoral workshop to which approximately 24 PhD students are registered, persuading senior academics to donate their time, and the University to help by donating a room for them. As requested at the previous workshop and GA this year's workshop has a full day program. The IAWBH pay for refreshments and a light luncheon. Thanks to all and we look forward to seeing these delegates' work!

#### **5. Treasury**

Treasurer during this period has been Nils Magerøy. As in 2012 the IAWBH holds a financial surplus and the financial situation is good because of faithfully paying members, limited spending and the surplus from the Copenhagen conference was given to the IAWBH. After the conference in Copenhagen it was decided to try for another banking solution since it was very hard to get access to the money in the British bank. So Nils has worked really hard to set up a new bank account in a Norwegian bank with the possibility of e-banking. First the IAWBH had to be registered in the Norwegian 'Brønnøysundregistrene', then an e-bank account was established in the Norwegian Bank (DNB), and finally we got a new PayPal account. The advantages of the new accounts are that more than one board member

may have access to the accounts and that change of treasurer does not require new solutions as long as the treasurer comes from Europe.

Christoph Seydl has been instrumental when members have had problems paying their membership. He has also kept the membership list updated according to payment. Furthermore, he will audit our financial transactions. Thank you Chris!

Our outgoings are relatively low and straightforward – mostly to do with the conference, paying for our software and web address and the Münster board meeting. For this reason we are able to subsidise members attending the conference as we have sufficient funds to meet the small contracted outgoings and subsidising the upcoming summer school.

#### 6. Elections

Denise Salin and Charlotte Rayner ran our elections. A time consuming job and thanks to them.

### **7. Actions from the GA 2012**

#### a. Regarding the matter on bullying as a precursor of PTSD

The research group comprising Professors Tone Tangen, Stig Berge Matthiesen and Morten Birkeland Nielsen, Associate Professor Thormod Idsø and Nils Magerøy have finished their work on studying scientifically published literature on workplace bullying/harassment and Post-Traumatic Stress Disorder (PTSD) or PTSD symptoms. A scientific paper has been submitted and is under review. The research group's conclusions are in line with the preliminary conclusions presented to the GA in Copenhagen. Although there is evidence for an association between bullying and PTSD, longitudinal and clinical studies are needed to assess whether bullying at work leads to PTSD.

The DSM-V does not include bullying as an A-criterion for PTSD. The ICD-11 is still under revision. The IAWBH board will suggest that the ICD committee encourages more research on the mental health consequences of bullying related to PTSD leaning on the submitted article.

#### b. Regarding the inclusion of treatment protocol guidelines on the IAWBH website

A member recommended that guidelines on treatment protocols be put up on the IAWBH website. This has been thoroughly discussed by the board. Based on these discussions - and the fact that there are not really any evidence based treatment protocols yet - we decided that it is too early for treatment protocols on the main website. However, members of The Therapeutic SIG are welcome to discuss treatment protocols and plans at their closed forum.

c. Regarding the creation and maintenance of IAWBH e-archives

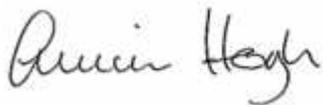
Establishing a database of all important IAWBH documents such as the Constitution, conference call and protocol guidelines, summer school call and protocol guidelines, newsletter publication guidelines, SIG formation and its related issues, etc., as well as of all Board meeting minutes was

suggested during the last GA so as to make these available for future reference as required by subsequent Boards, governance committees and members. Premilla has completed work on this up to May 2014 and keeps on-going regular updates, storing all the documents in biennial blocks. The e- archives will now be housed on the board area of the website.

**Summary**

The last two years have built on the achievements of the last period, strengthening our infrastructure and being far better prepared for the Biennial Conference. The Constitutional set-up with some Board members and Election and Governance committee members remaining whilst others are elected works well as does having Reserve Board Members who may be called on if necessary. The scope and aim of the IAWBH, run as it is by volunteers, is settling into a pattern that, whilst stretching, can be achieved.

I commend the work of your Board, and thank the membership for your support.



Annie Hogh

President



## **ELECTIONS**

Dear IAWBH member,

A few months ago we contacted you concerning the IAWBH elections 2014. Please note that this year there will be no need to arrange an electronic election as we received no more applications before the deadline than we had positions to offer. Please find below a list of the candidates that kindly volunteered for the open positions.

President: Annie Hogh

Board members: Adrienne Hubert and Nils Mageroy

Reserve board members: Denise Salin and Karen Harlos

Governance audit: Maarit Vartia

We want to congratulate the successful applicants and wish them the best of luck with their work. We also want to take this chance to remind you that the next elections will be held in 2016 and already now we want to encourage all of you to consider standing then.

On behalf of the election committee,  
Denise Salin & Charlotte Rayner

## Literature update



Elfi Baillien,  
Board member

Elfi Baillien has prepared for us a literature update for 2014. The complete publication list can be found at our website: <http://www.iawbh.org/lit>.

We kindly ask our members to complete the list with published work regarding workplace bullying and harassment. Your suggestions will be published in our next newsletter. Please send your suggestions to: Elfi Baillien, [elfi.baillien@hubrussel.be](mailto:elfi.baillien@hubrussel.be)

### Latest publications

D'Cruz, P., & Noronha, E. (2014). The interface between technology and customer cyberbullying: Evidence from India. *Information and Organization*, 24, 176–193.

D'Cruz, P., Noronha, E., Beale, D. (2014). The workplace bullying-organizational change interface: emerging challenges for human resource management. *INTERNATIONAL JOURNAL OF HUMAN RESOURCE MANAGEMENT*, 25, 1434-1459. DOI: 10.1080/09585192.2013.870314

Dellasega, C., Volpe, R. L., Edmonson, C., & Hopkins, M. (2014). An Exploration of Relational Aggression in the Nursing Workplace, *JOURNAL OF NURSING ADMINISTRATION*, 44, 212-218. DOI: 10.1097/NNA.0000000000000052

Devonish, D. (2014). Job demands, health, and absenteeism: does bullying make things worse? *Employee Relations*, 36, 165-181. DOI: 10.1108/ER-01-2013-0011

Dutt, M. (2014). Workplace Bullying in India. *WORK EMPLOYMENT AND SOCIETY*, 28, 149-150. DOI: 10.1177/0950017013501950

Fahie, D., & Devine, D. (2014). The Impact of Workplace Bullying on Primary School Teachers and Principals. *SCANDINAVIAN JOURNAL OF EDUCATIONAL RESEARCH*, 58, 235-252. DOI: 10.1080/00313831.2012.725099

Hansen, A. M., Høgh, A., Garde, A. H., & Persson, R. (2014). Workplace bullying and sleep difficulties: a 2-year follow-up study. *INTERNATIONAL ARCHIVES OF OCCUPATIONAL AND ENVIRONMENTAL HEALTH*, 87, 285-294. DOI: 10.1007/s00420-013-0860-2

Heponiemi, T., Kouvonen, A., Virtanen, M., Vanska, J., & Elovainio, M. (2014). The prospective effects of workplace violence on physicians' job satisfaction and turnover intentions: the buffering effect of job control. *BMC HEALTH SERVICES RESEARCH*, 14, No 19. DOI: 10.1186/1472-6963-14-19

Hodgins, M, MacCurtain, S., & Mannix-McNamara, P., (2014). Workplace bullying and incivility: a systematic review of interventions. *International Journal of Workplace Health Management*, 7, 54-72. DOI: 10.1108/IJWHM-08-2013-0030

Hong J.-C., Lin C.-H., Hwang M.-Y., Hu R.-P., & Chen Y.-L. (2014). Positive affect predicting worker psychological response to cyber-bullying in the high-tech industry in Northern Taiwan. *COMPUTERS IN HUMAN BEHAVIOR*, 30, 307-314. DOI: 10.1016/j.chb.2013.09.011

Leon-Perez, J. M., Notelaers, G., Arenas, A., Munduate, L., & Medina, F. J. (2014). Identifying Victims of Workplace Bullying by Integrating Traditional Estimation Approaches Into a Latent Class Cluster Model, *JOURNAL OF INTERPERSONAL VIOLENCE*, 29, 1155-1177. DOI: 10.1177/0886260513506280

Ma, S.-C., Chien, T.-W., Wang, H.-H., Li, Y.-C., & Yui, M.-S. (2014). Applying Computerized Adaptive Testing to the Negative Acts Questionnaire-Revised: Rasch Analysis of Workplace Bullying. *JOURNAL OF MEDICAL INTERNET RESEARCH*, 16, No e50. DOI: 10.2196/jmir.2819

McCormack, D., Djurkovic, N., & Casimir, G. (2014). The workplace bullying of healthcare trainees and its effects. *Asia Pacific Journal of Health Management*, 9(1), 24-27.

Meseguer, M., Soler, M. I., & Garcia-Izquierdo, M. (2014). The moderating role of professional self-efficacy in situations of workplace bullying and self-perceived health. *ANALES DE PSICOLOGIA*, 30, 573-578. DOI: 10.6018/analesps.30.2.161251

Neall, A. M., & Tuckey, M. (2014). A methodological review of research on the antecedents and consequences of workplace harassment. *JOURNAL OF OCCUPATIONAL AND ORGANIZATIONAL PSYCHOLOGY*, 87, 225-257. DOI: 10.1111/joop.12059

Okechukwu, C. A., Souza, K., Davis, K. D., & de Castro, A. B. (2014). Discrimination, harassment, abuse, and bullying in the workplace: Contribution of workplace injustice to occupational health disparities. *AMERICAN JOURNAL OF INDUSTRIAL MEDICINE*, 57, 573-586. DOI: 10.1002/ajim.22221

Reknes, I., Einarsen, S., Knardahl, S., & Lau, B. (2014). The prospective relationship between role stressors and new cases of self-reported workplace bullying. *SCANDINAVIAN JOURNAL OF PSYCHOLOGY*, 55, 45-52. DOI: 10.1111/sjop.12092

Reknes, I., Pallesen, S., Mageroy, N., Moen, B. E., Bjorvatn, B., & Einarsen, S. (2014). Exposure to bullying behaviors as a predictor of mental health problems among Norwegian nurses: Results from the prospective SUSSH-survey. *INTERNATIONAL JOURNAL OF NURSING STUDIES*, 51, 479-487. DOI: 10.1016/j.ijnurstu.2013.06.017

Samnani, A.-K., & Singh, P. (2014). Performance-enhancing compensation practices and employee productivity: The role of workplace bullying. *HUMAN RESOURCE MANAGEMENT REVIEW*, 24, 5-16. DOI: 10.1016/j.hrmr.2013.08.013

Spector, P.E., Zhou, Z. E., & Che, X. X. (2014). Nurse exposure to physical and nonphysical violence, bullying, and sexual harassment: A quantitative review. *INTERNATIONAL JOURNAL OF NURSING STUDIES*, 51, 72-84. DOI: 10.1016/j.ijnurstu.2013.01.010

Tay, A. (2014). Bullying in the Workplace, Causes, Symptoms, and Remedies. *PSYCHOLOGIST*, 27, 205-205.

Topa, G., Guglielmi, D., & Depolo, M. (2014). Mentoring and group identification as antecedents of satisfaction and health among nurses: What role do bullying experiences play? *NURSE EDUCATION TODAY*, 34, 507-512. DOI: 10.1016/j.nedt.2013.07.006

Wet, C., de (2014). Educators' understanding of workplace bullying. *SOUTH AFRICAN JOURNAL OF EDUCATION*, 34, No 767.

Woodrow, C., & Guest, D. (2014). When good HR gets bad results: exploring the challenge of HR implementation in the case of workplace bullying. *HUMAN RESOURCE MANAGEMENT JOURNAL*, 24, 38-56. DOI: 10.1111/1748-8583.12021

Yamada, S., Cappadocia, M. C., & Pepler, D. (2014). Workplace Bullying in Canadian Graduate Psychology Programs: Student Perspectives of Student-Supervisor Relationships. *TRAINING AND EDUCATION IN PROFESSIONAL PSYCHOLOGY*, 8, 58-67. DOI: 10.1037/tep0000015

## **Upcoming events – 2014**

### *IACM 2014 Conference*

4-7 July 2014, Leiden, The Netherlands

[http://www.iacm-conflict.org/2014\\_Conference](http://www.iacm-conflict.org/2014_Conference)

### *28<sup>th</sup> Congress of Applied Psychology*

From crisis to sustainable well-being.

8 – 13 July 2014, Paris, France

<http://www.icap2014.com>

### *The 74th Annual Meeting of the Academy of Management*

*The Power of Words*

1-5 August, 2014, Philadelphia, PA, USA

<http://aom.org/annualmeeting/>

### *ICOH-WOPS conference*

17-19 September 2014, Adelaide, Australia

<http://www.unisa.edu.au/calendar/international-congress-for-occupational-health-and-work-organisation-and-psychosocial-factors/>



Opening of IAWBH Conference (Picture: Elfi Baillien)

**IMPRESSIONS IAWBH CONFERENCE 2014 MILANO**



Choir of the University of Milan  
(Picture: Maria Chiara Gugiarì)



Opening of IAWBH Conference (Picture: Maria Chiara Gugiarì)



Parallel oral session  
(Picture: Maria Chiara Gugiarì)



Lunch (Picture: Adrienne Hubert)

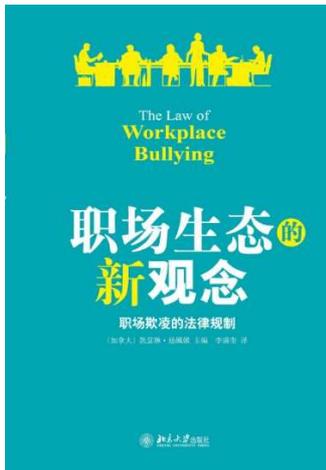


Social dinner (Picture: Maria Chiara Gugiarì)

The IAWBH thanks the organizing team of the  
Università degli Studi di Milano – University of Milan  
for hosting the  
9th International Conference on Workplace Bullying and Harassment



Picture: Elfi Baillien



## The law of Workplace Bullying in Chinese

A book, in Chinese, based on translated texts from the special issue of the Comparative Labor Law and Policy Journal on the Law of Workplace Bullying has been published by the Peking University Press in June 2014. The electronic link to the book is now available

<http://www.pup.cn/scrp/bookdetail.cfm?BookNo=90022&sYc=1> .

This book is a translation, by Mankui Li, a scholar from the Southwest University of Political Science and Law, in Chongqing, China, of a special issue of the Journal of Comparative Labor Law and Policy devoted to the law of workplace bullying. The original issue which includes papers from Canada (Rachel Cox), Chile (Diego Lopez), Australia (Rob Guthrie and Joan Squelch), Germany (Philip Fischinger), France and Belgium (Loïc Lerouge), Spain (Manuel Velasquez), Sweden (Helge Hoel and Stale Einarsen), and the United States (David Yamada), was published in English in 2010: K. Lippel (Ed.), *The Law of Workplace Bullying* (2010) 32 (1) *Comparative Labor Law And Policy Journal* 1-302. A revised introduction was prepared by Katherine Lippel for the purpose of the Chinese edition.

Prepared by: Katherine Lippel



## **Proposal for a UK based group**

At various times a number of UK based researchers and practitioners have suggested that it would be good to get together informally during the period between each international conference to discuss our latest work and research into bullying.

This group would include academic researchers and expert and practitioners who may be dealing with bullying at the individual level as counsellors or coaches as well as practitioners who are implementing organisational wide change.

I am suggesting this as some years ago I was a member of the [Dignity at Work Partnership](#). Although the website is still active, the group is not. I would like to see something similar develop under the auspices of the IAWBH and would welcome contact with people who would like to work on this project with me.

Pam Farmer

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## **Summary of the conference held in Nova Scotia, Working Toward Bully-Free Workplaces, Shifting Culture**

Shifting Workplace Culture, Prevention, Promotion and Protection was the theme of this inaugural conference held at the Nova Scotia Government and General Employees Union Conference Centre in Dartmouth, Nova Scotia, Canada. The conference was attended by business, labour and community groups wanting to understand more about the National Standard for Canada on Psychological Workplace Health and Safety and the relationship to workplace bullying.

This theme was addressed by Mary Ann Baynton, MSW, RSW, co-chair of the Technical Committee on the National Standard of Canada on Psychological Health and Safety in the Workplace. Mary Ann an independent consultant also serves as the Program Director for the Great-West Life Centre for Mental Health in the Workplace; is a member of the Mental Health Commission of Canada's Expert Panel and recently appointed to the ISO project committee on occupational health and safety management systems. She addressed the idea that if it is voluntary and free – What is the motivation to implement?

Subsequent presenters also looked at the relationship between bullying and a psychologically safe workplace with an interest in promoting development of a strategy based on the Standard.

A second theme centered on program delivery & evaluation, with Valerie Cade offering the keynote. Valerie Cade is an educator and internationally recognized, award winning presenter considered one of North America's top experts in the field of stopping workplace bullying. A professional speaker and business consultant to health care organizations, government, the corporate sector and not for profit setting; Valerie is author of the bestselling book *"Bully Free at Work: What You Can Do To Stop Workplace Bullying Now"*, currently distributed in over 100 countries.

Presenters looked at research for evidence and best practices; models for sustainable change and evaluation methodology, both quantitative and qualitative. Facilitator competencies for program delivery received attention given that we feel the success of the NSGEU Working toward Bully-Free Workplaces program relies on the capacity of the facilitators.

Joan Jessome, President of the NSGEU, the largest public sector union in the province provided the keynote on the union role and the NSGEU program. It was Joan's vision to offer a program to the NSGEU's 30,000 members to educate and remedy workplace bullying. Subsequent to the program launch in 2010, several major projects have come out of this program which now has approximately 40 facilitators delivering this model in three provinces with consultation to several other organizations.



## International Association on Workplace Bullying and Harassment

### Members' corner

The closing keynote was provided by Helge Hoel, professor in Organizational Behaviour and recognized international expert on bullying, harassment and violence in the workplace. He has written and contributed to a number of books, articles and reports in the area of bullying, violence and harassment, including commissioned works for the International Labour Organization (ILO) and the European Foundation for the Improvement of Living and Working Conditions. Professor Hoel is the Director of the University of Manchester Fairness at Work Research Centre (FairWRC). Speaking on restorative practices and Fairness at Work he presented research to understand people who bully and those affected, the targets and bystanders. Understanding the restorative process, which is participatory - democratic, fair, deliberative and reflective; and critical factors for building capacity and changing culture were part of his talk.

Presenters and participants offered favourable comments on the conference content, process and conference venue which lent itself the collaborative spaces approach which was a first introduction of the process to many. Consensus was that we reoffer a conference like this again.

"It was so nice meeting you all, ***the conference was one of the best I have ever attended*** thanks to the commitment and dedication that is so easy to see that you all have for this topic..." Starlene MacDonald, Ontario Shores

"Thanks so much, for inviting me to the conference last week. I had a great time. The folks that attended my session were very engaged and asked some great questions. Congrats on your conference, I heard good things." Lyne Brun, Emera Corporation

"You are doing such important work! I am sending this email because I feel so grateful for your efforts." Michelle Thomason, Nova Scotia Department Labour and Advanced Education

President Joan Jessome is pleased that the NSGEU as a labour union was able to host this International Conference with the focus of changing culture, and the participant involvement.

## **In my opinion .....**

Milano – what a magnificent setting for the 2014 IAWBH conference “Dignity and Justice in the Workplace”! With 222 delegates from 34 different countries, presenting more than 110 papers and 30 poster sessions, there was a feast of input for the mind, while the catering provided (arguably) even greater input for the body. Where else but Italy would we be treated to wine at lunch, with an accompanying espresso to jolt the brain into caffeine-induced attention?

This conference, perhaps more than any other, felt for me like a ‘coming of age’ for the IAWBH. There were a significant number of people attending the doctoral workshop and the SIG meetings (more than half of the conference participants). There appeared to be more open discussion, debate and dissension, and greater diversity of opinion on directions of research and practice. As one of the few organisations that actively promotes the coming together of research science and practice, (for example, the Constitution specifically allocates a minimum of two Board seats for practitioners) it was heartening to me to see and hear the debate on future directions of the Association, and the issues it was founded for.

One of the purposes of a conference is to be exposed to different ideas, current research and operational practice from all parts of the globe. If we were all of one accord, or one voice only, then there would be no point in using our time and our dollars, euros, pounds, lats, yen or whatever currency we require to attend. We could stay cocooned in our university or office, and ‘know’ that what we were doing was the right thing. Instead we choose to come to a place where some of our thinking might be extended; where our practice might be informed by recent research and our research challenged by those who are daily working with many who are in pain from the very issue that our colleagues are researching.

That we don’t agree with ‘the one true way’ to deal with the complex issues of bullying and harassment is to me a strength of the conference and the Association. That others may have different ways of addressing an issue, or even just talking about it, does not invalidate their way, or mine. It instead opens me to recognising that perhaps I could experiment some more with a different method, or develop a more extensive tool kit with which to tackle the issues facing the clients I am working with daily. Or it may mean that I consider the different cultural environment from which the information emanated. The same behaviours may have quite different meanings and consequences in different cultures. In New Zealand and Australia, for example, there is a teasing or ‘joshing’ that for some cultures could appear rude, disrespectful and possibly even cruel. For many of us ‘Down Under’, this behaviour is seen as inclusive, affectionate and building mateship. As we have different ways of experiencing the world, thus we will have different ways of competently addressing the behaviours when they hurt. I hope the exposure to these differences also opens those who are academics to considering the areas that are ripe for greater research, both quantitative and qualitative.

**Members' corner**

One change that could be considered for the conference in 2016 is to identify which papers are from practitioners and which are from academics. While this may provide a clearer guideline to the papers that may be of most immediate applicability to each conference participant, it could also mean that we each head only to our own little areas, and eschew the others. I'd be sorry to see this. When I have had the opportunity to travel, some of the richest experiences have come from the times when I got lost, and found myself in places I never anticipated being. Similarly when I have attended conference papers I didn't mean to, (through going to the wrong room for example – no wonder I get lost in different countries when I can't even find my way around a building!) I have found pearls within the presentations that I have been able to apply immediately to my practice.

So let's keep the lines of communication between academics and practitioners open, the debate fresh, the dialogue stimulating and the challenges respectful as we look forward to our next gathering in Auckland, Aotearoa, New Zealand in 2016.

Shayne Mathieson



Shayne Mathieson

## MEDAL (OAM) OF THE ORDER OF AUSTRALIA FOR ONE OF OUR MEMBERS

In the Australian honours system appointments to the Order of Australia confer the highest recognition for outstanding achievement and service. Our member Evelyn Field received this medal for service to the community, particularly through anti-school and workplace bullying initiatives (see below).



Evelyn Field

### MEDAL (OAM) OF THE ORDER OF AUSTRALIA IN THE GENERAL DIVISION

Ms Evelyn Margaret FIELD, Caulfield Vic 3162  
For service to the community, particularly through anti-school and workplace bullying initiatives.

Practising Psychologist, since the 1980s; currently trading as Evelyn Field Pty Ltd.  
Member, Advisory Board, National Centre Against Bullying, since 2002.  
Member, Australian Psychological Society, since 1979; Media spokesperson.  
Member, College of Counselling Psychologists, since 1980.  
Convenor, Therapeutic Practitioners Special Interest Group, International Association on Workplace Bullying and Harassment, since 2012; Co-Convenor, 2009-2011.  
Honorary Secretary, Australian National Association for Mental Health, 1986-1993.  
Committee Member, Mental Health Foundation of Victoria, 1982-1993.  
Involved in the establishment, Mental Health Foundation of Australia, 1979-1981.

Author, Strategies for Surviving Bullying at Work, 2011.  
Author, Bully Blocking at Work: A Self-Help Guide for Employees and Managers, 2010.  
Author, Bully Blocking: Six Secrets to Help Children Deal with Teasing and Bullying, 2007.  
Author, Bully Busting: How to Help Children Deal With Teasing and Bullying, 1999.  
Author, Discover How You Can Be Bully Free - Empowering Anti-Bullying Strategies Revealed, (DVD).

Board Member, Victims of Crime Assistance League (Victoria), for 5 years.  
Accredited Speaker/Member, National Speakers Association of Australia, for 17 years.

Fellow, Australian Psychological Society.

**Our congratulations!**

## **Who is....? Pam Farmer**

*In this column members of IAWBH may introduce themselves in a snowballing manner. After answering some questions about themselves, their work and developments in their country, the presented member may pick up another member from the membership list (they don't know yet) for the 'Who is...?' column in the next newsletter.*

*Errin Britt from United States (Maryland) who introduced herself in the last newsletter chose **Pam Farmer** from United Kingdom as the member to be interviewed in this newsletter.*



**Pam Farmer**

### **Tell us something about yourself**

I live near Ewell, an historic village just south London, just near the old roman road which stretches from London Bridge to Chichester ... now busy and urbanised. I live within reach of the lovely Surrey Hills where I spend a lot of time walking. I am also a river kayaker which is another wonderful, but wet way of seeing the countryside. On a Saturday mornings I can be found in my local park organising the local parkrun for around about 400 runners. Cakes and alcohol occasionally feature in all my outdoor activities.

### **How did you become interested in workplace bullying?**

At the start of my career in the 1980s I witnessed and experienced bullying. The impact it had at the personal, team and organisational level was enormous. Much later in my career, with that awareness, I found myself in a position to be able to create organisational change in this area of behaviour. I was in the right place at the right time.

### **What can you tell us about the development of the workplace bullying field in your country?**

I understand that Andrea Adams was one of the first people to surface workplace bullying publicly, although it had a label long before, of course. The Andrea Adams Trust was set up to work on these issues. Academically – as you probably all know, Charlotte Rayner, and colleagues at Manchester University were the first, as far as I am aware.

Attempts have been made, but currently there is no specifically designed law against workplace bullying. However my view is that almost all unfair or constructive dismissal cases which are upheld in the employment courts contain elements of bullying behaviour so we have a degree of cover.

In practice there has been a growing recognition of the phenomenon of workplace bullying and there is a reasonable grasp of the concepts. The problem remains is that there is often a lack of appetite to deal with the issue.

**What can you tell us about your work?**

I am now an independent consultant in human resources. For many years I worked for a corporate organisation where I was in the fortunate position to be able to develop and implement anti-bullying work over more than ten years. My colleagues and I were able to socialise the concept and keep working at all levels to address bullying. It was a privilege to have so much organisational permission to carry out our work and our methodology was effective. It did not stop bullying entirely but it gave people at all levels of the organisation the vocabulary and the belief that we/they could tackle this behaviour.

During those years I think I handled every sort of organisation pressure and resistance. I had great support from my team, real back-up from my Director and a strong sense that this is what was needed. One great moment was when the Chief Executive announced that tackling bullying behaviour was in his three top initiatives.

**What do you hope to achieve in the field of workplace bullying in the future?**

I have always felt that organisational practitioners, consultants and academics do not talk or exchange ideas enough, so I would like to promote this kind of exchange at the national level.

**Question from *Errin Britt*:**

*"How has your approach to workplace bullying changed since you moved from the corporate world to consulting?"*

In my previous work I was involved in a

great dealing of education and preventive work. So the change I have experienced is moving from a holistic approach to dealing with specific, acute issues over a short term, normally concerning senior people.

My approach now is very much focused on taking the fear and emotion out of the situation and, I suppose, moving an organisation (usually the management board) to a place where they feel they have the confidence and competence to deal with the issue and not ignore it.

What is frustrating is that although my advice is taken, I am not there in the long term to do the preventive work which often needs to be in place. I still feel that organisations want to isolate bullying as 'one bad apple' so don't always chose to take a wider look at what is going on in their organisation.

**Who is the member you pick from the membership list for the 'Who is...? column' in the next newsletter?**

I choose Shino Naito from Japan.

**What is your question for the member?**

My question is "How is bullying is recognised and tackled in the Japanese workplace?"

**Thank you very much for taking part in this interview!**

Adrienne Hubert (editor)

## **New Members**

A warm welcome to our 30 new members:

- Aleksandra Kuzaj, Projekt Antymobbing, Polska
- Alison Thirlwall, University of Wollongong in Dubai, United Arab Emirates
- Anastasia Georgouli, private membership, Greece
- Andreas Liefoghe, Birkbeck, University of London, United Kingdom
- Austin Tay, OmniPsi Consulting, Hong Kong
- Bevan Catley, Massey University, New Zealand
- Catherine Burr, Catherine Burr Workplace Consulting, Canada
- Elisabeth Driessen, Driessen . counseling . coaching, The Netherlands
- Eva Gemzøe Mikkelsen, CRECEA, Denmark
- Fiona Creaser, University of Kitakyushu, Japan
- Hazel Mawdsley, University of South Wales, UK
- Imad Al Muala, Al-Ahliyya Amman University (AAU), Jordan
- Jane Murray, Bond University, Australia
- Jolynn Nelson, Workplace Bullying Prevention Center, United States
- Karen Bennett, University of Manitoba, Canada
- Katerina Zabrodska, Institute of Psychology, Academy of Sciences of the Czech Republic, Czech Republic
- Kathrin Waschgl, Universidad de Murcia - Klinik Alpenhof, Germany
- Loïc Lerouge, COMPTRASEC CNRS - University of Bordeaux, France
- Louise Kennedy, Doctor, United Kingdom
- Lynn Lansbury, Responsible Bystanders, UK
- Magdalena Najda, The National School of Judiciary and Public Prosecution, Poland
- Pierre Lefebvre, Centrale des syndicats du Québec, Canada
- Rekha Johnson, executive Coach, L&D and TA practitioner, Switzerland
- Rhonda Williford, National Labor Relations Board (USA) retired, United States
- Shino Naito, The Japan Institute for Labour Policy and Training, Japan
- Stephen Teo, Auckland University of Technology, New Zealand
- Tine Holmegaard, CRECEA, Denmark
- Tonya Gabriel-Brennagh, Mental Gymnastics, Australia
- Ugo Merlone, University of Torino, Italy
- Ursula Connolly, School of Law, National University of Ireland, Galway, Ireland

The attendants of the IAWBH conference who have been granted a year of free membership, are not mentioned in the list above yet. They will be mentioned in our next newsletter



## Next newsletter and guidelines

We are delighted that a lot of our members contribute to the IAWBH newsletter. To ensure the quality of contributions, the Board of IAWBH has prepared some guidelines.

If you intend to write a contribution for the newsletter please first check the guidelines at our website: <http://www.iawbh.org/Newsletterguidelines>.

The next IAWBH newsletter will appear in September 2014. Please inform us about:

- your published work,
- international conferences on workplace bullying,
- special issues on workplace bullying and harassment,
- research breakthroughs,
- new research projects or challenging hypothesis,
- international cooperation and funding, and
- any news that may be relevant to a great deal of our members.

Please send your contribution for the newsletter before **the 1st of September 2014** to:

Adrienne Hubert, Board member (Communications),  
a.hubert@hubertconsult.nl

**Disclaimer:**

The viewpoints in contributions other than those communicated by Board members in their capacity as office bearers do not reflect the position of the IAWBH or its Board but of the author. Authors must necessarily ensure accurate referencing and citations and the IAWBH and its Board are not responsible for plagiarism within contributions.