

Volume 4, Issue 3

September 2012

Editor: Adrienne Hubert

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From the President

Welcome to the September edition of the Newsletter. Over the summer the board members have started working in their different areas of responsibility. For instance, with the help from members, Elfi Baillien has gathered a very impressive list of articles published in 2012 alone. It is nice to see that so much research is being published in our area and whenever you have new publications remember to let Elfi know.

Please see this list on page 17.

The previous Newsletter included the minutes and a summary of the 8th biennial conference of the IAWBH in Copenhagen. In this newsletter you can read more from the conference and the general assembly. We have the biennial report from the previous president, Charlotte Rayner. Convenors of the SIG groups, that met the day before the conference, have written about their respective

meetings and some have recommendations for future work of the groups. And the Newsletter also includes reflections from the Doctoral Workshop organized by Helge Hoel, where approx 25 PhD students met the day before the conference. Thank you all for your contributions to the Newsletter.

More and more events and conferences are relevant for members of the IAWBH and opportunities to present your research. Please see the events section in the newsletter and on our website where we have a list of relevant conferences and other events. If you come across other events that might be of interest to our members please contact Elfi Baillien.

Fortunately we continue to get new members. You can see who joined on last page of the Newsletter. Welcome to all of you.

Annie Hogh, President



Charlotte Rayner
President of IAWBH,
June 2010—June 2012

Biennial Report IAWBH

June 2010- May 2012

INTRODUCTION

The International Association on Bullying and Harassment was formally established in Montreal in 2008. Elections were undertaken again at the Cardiff Conference in 2010 together with a change in our Aims to reflect the IAWBH contribution to practice. As President, I now report on activities of your Board in the two years since, culminating in the 2012 Copenhagen conference.

The Association's Constitution identifies that all Board members must be employed, and so their work for the IAWBH is voluntary, and fits around paid jobs. I must thank all Board members for their diligent service these last two years. We have had 15 meetings in the period and in addition all Board members undertake a co-ordinating role. Premilla D'Cruz has been an excellent secretary, always providing fast and accurate minutes, and Nils Mageroy has been a stalwart Treasurer who needs praise for his patience!

1 Our Communication

Our public face comprises our website and newsletters – essential to meet the Aims of the IAWBH. We continue to use Wild Apricot software for the website with Christoph Seydl as our volunteer web-master. Christoph reacts very quickly to Board Member requests, and perseveres with those having payment difficulties – thank you Christoph.

Premilla has guided the Board in designing a logo. Working with a professional designer and artist Chat Robinson, together they produced 14 iterations, using ideas from several sources. This conference is a good 'road test' for the logo, and your feedback is welcomed.

Our Newsletters have developed during the period, driven carefully by Annie Hogh. We now have regular sections for members to post new book publications and we seek to include conference announcements. Feedback on the newsletter is always welcome!

2 Special Interest Groups

The SIGs have been enthusiastically led by Adrienne Hubert; she represents SIGs' and practitioners' views at Board meetings. At the 2010 Cardiff conference SIG members requested more time together. Adrienne achieved this for us in Copenhagen with pre-conference SIG meetings. The University has been outstandingly flexible in allowing us space for these activities.

Biennial report IAWBH

The period between conferences has seen limited activity in SIGs through their web links, but helped by new email alerts when activity is posted. How we can support SIGs members further is a question we seek input on from members.

June 2010-May 2012

By Charlotte Rayner

3 Biennial Conference

The IAWBH conference is a pivotal event for us, and co-ordinated on the Board by Helge Hoel. Helge has worked creatively with the organisers to good effect. This year changes include timing for abstracts (later) and full papers (review and acceptances being earlier). We have listened to voices from members with employers for whom confirmed acceptance and lead-time for obtaining visas is needed. We continue to seek to accommodate such needs.

Helge obtained and vetted bids for the next conference. Any research-based organisation can run this conference as long as travel links can meet the needs of world-wide attendees. I invite you to consider your institution hosting the conference in 2016!

Copenhagen is an expensive venue, and while the conference is designed to run close to breakeven, local prices meant the Board was concerned to help members attend. We rejected bursary awards for a pricing structure 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.

Helge organised the doctoral consortium to which 30 students are registered, persuading senior academics to donate their time, and the University helped by donating a room for them. The IAWBH paid for refreshments. Thanks to all and we look forward to seeing these delegates' work in the future,

4 Treasury

Nils Mageroy has been Treasurer during this period, and as in 2010 the IAWBH holds a modest financial surplus. During this year there have been many issues concerning e-banking and the use of PayPal. We were unable to collect membership fees for a period whilst validation issues with PayPal were settled, and our e-banking has encountered similar problems.

Our outgoings are relatively low and straightforward – mostly to do with the conference and paying for our software and web address. For this reason we were able to subsidise members attending the conference as we have sufficient funds to meet the small contracted outgoings. We request permission from the membership to pay someone for day-to-day transactions and dealing with e-banking partners which requires skills unfamiliar to Board Members, and which have taken an inordinate amount of time.

Biennial report IAWBH

5 Elections

June 2010-May 2012

Denise Salin and Guy Noelaers ran our elections again with technical back up from Lara Skingsly at Portsmouth Business School and Christoph. A time consuming job and thanks to them all.

By Charlotte Rayner

6 Other issues during the last two years

Unfortunately Garie Namie had to resign from the Board due to family issues. We all join to thank Gary for his time, and wish him the best for the future. Shayne Mathiesen (Reserve Board Member) stepped in, joining in tele conferences when she should have been asleep... many, many thanks to Shayne.

We were asked by a member to draw up an ethics code to reinforce the need for all IAWBH members to model good behaviour at all times. The Board spent considerable time on the topic, and by majority rejected the proposition. The practicalities meant (given an already stretched Board) the need for another group to deal with ethics, and we realised the task was beyond us. Hence we reflected on the nature of the IAWBH and concluded that we are not a professional association, our members belong to other such associations with ethics policies where complainants can seek redress. We are a membership association.

Summary

The last two years have strengthened our infrastructure and prepared us better for the Conference. The Constitutional set-up with some Board remaining whilst others are elected works well as does having Reserve Board Members who have once again been called on. 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.

Charlotte Rayner,

President IAWBH, June 2010-June 2012

Legal Issues SIG meeting

June 12th, 2012, Copenhagen

Special Interest Group meetings

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The Legal Issues SIG met in Copenhagen and more than fifteen people attended the meeting, including both legal scholars and participants from other fields. Several doctoral students attended. Others joined us for dinner, and discussions continued throughout the duration of the conference.

The meeting focused on legal frameworks governing workplace bullying in the different jurisdictions represented, and together we were able to shed light on the situation in ten different countries including the Netherlands, Sweden, Denmark, the U.K., Spain, Colombia, Brazil, Canada, France, and Japan. Legislation specifically targeting workplace bullying exists in all these countries with the exception of the U.K. and Japan, although Japan is currently reflecting on the introduction of legislation. In Canada, legislation exists in some provinces, but not in all provinces, and in Brazil, legislation exists in some municipalities and states, but to date there is nothing at the federal level.

Discussions focused on the existence of legislative protections but also on the effectiveness of the legislation in place and several participants suggested that the current legal protections are not as effective as they should be. There was also an expression of interest with regard to mediation and conciliation procedures, which the participants wished to include within the scope of our deliberations.

For the future, we resolved to make better use of the Legal Issues Sig website in order to share information on legal and policy developments and recent publications. Members can consult this site at: http://www.iawbh.com/sig_leg.

Kemi Labinjo, an attorney with Amber & Greene in the U.K. and Katherine Lippel, from the Canada Research Chair in Occupational Health and Safety Law, at the University of Ottawa accepted to act as co-convenors of the Legal Issues Sig. They welcome suggestions and ideas for upcoming activities, encourage volunteers to organize such activities and invite all members to consult the website and add information about the legal protections available to targets of bullying in different jurisdictions. The Legal Issues SIG is also interested in regulatory instruments for the prevention of bullying, and legal provisions designed to promote healthy and safe return to work for targets of bullying.



Katherine Lippel,
University of Ottawa,
Canada

**Prepared by Katherine Lippel,
Convenor Legal Issues SIG**

**Meeting of
Organisational Influences
and Bystanders
Special Interest Groups**

Special Interest Group meetings
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The SIGs Organizational Influences and Bystanders plan to join forces given that the majority of the members who are interested in research into organizational influences are also interested in the role of bystanders in the mobbing/bullying process and vice versa. Anticipating this merger, we held our SIG meeting jointly in Copenhagen. Participating members (approx. 25) approved this move and the joint SIG meeting proved to be fruitful.

Because Sabrina was unfortunately not able to attend the conference, she participated via skype and prepared a short video to be presented at the SIG meeting (and, of course, at the meeting, Murphy's law came into effect: no sound!). On the bright side, for those interested, her video can still be watched at <http://connect.yorku.ca/sdeutsch-sig/>

During the SIG meeting, Premilla D'Cruz kindly shared her insights with us on emerging aspects of organizational influences, with a focus on depersonalised bullying and on co-worker mobilization and its link with intervention and how these two issues are linked to one another. She also enlightened us on some practical aspects in conducting of bullying research that addresses organizational influences and bystanders. Her presentation generated some good discussions during the meeting. At the end of the meeting, SIG participants expressed interest in discussing/meeting more frequently via the discussion forum and suggested additional possibilities, such as conference calls.

We are now working on the technical aspects of merging our SIGs and looking into expanding our discussion/meeting possibilities for the coming year. Thank you and stay tuned!.

Roelie Mulder and Sabrina Deutsch Salamon



Convenor - Roelie Mulder,
Open University of the
Netherlands,
Province Zeeland



Convenor - Sabrina Deutsch
Salamon, York University,
Canada

Special Interest Group meetings

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**Meeting of
Organizational Practitioners
Special Interest Group**

I would like to take this opportunity to summarize the outcomes of the four-hour meeting of the Organisational Practitioner's Special Interest Group which convened in Copenhagen. The meeting was attended by approximately 25 members from all walks of practice and all parts of the world. The conversation was stimulating and, I believe, very significant.

One participant opened the conversation by asking "Why isn't the workplace bullying research community looking at what really happens?" There was immediate consensus that practitioners experience the "real world" of workplace bullying, or as one participant stated, "We work where the rubber hits the road." As we strive to help organisations, practitioners collect data and engage in inductive research, evolving practices that we find either do or do not "work". How do we bring research attention to our evolving theories and methods?

At the same time, the group recognized and expressed appreciation for the oft-repeated plea by researchers during the conference to "find a way to get us in (to organisations)", and emphasized the importance of collaborating with non-practicing researchers to achieve our goal of finding solutions to solve the problem of workplace bullying.

The group developed the following recommendations:

1. We would like to invite researchers to look at our work.
2. We seek to voice our findings from practice and make our data collectible and accessible to workplace bullying researchers. Some practitioners reported that they have already formed successful alliances with researchers, alliances that have or will yield valuable findings.
3. Many members of the group would like to conduct research, either independently, or with researcher guidance and support.
4. We wish to develop a mechanism within IAWBH whereby practitioners and researchers can form alliances to conduct research, essentially a practitioner-researcher "matchmaking" function.

The group concluded by voicing some best practices they have developed from their real-world experience. Many participants were pleased to discover commonalities in the best practices they have independently discovered. Perhaps this conversation could continue here in the online SIG group.

Best regards,

Laura Crawshaw, Ph.D., BCC
Co-convenor Organizational Practitioners SIG

**Outcomes of
Therapeutic Practitioners
SIG meeting
and our plans for the future**

Special Interest Group meetings
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Prepared by: Evelyn M Field, Nils Mageroy



Co-convenor - Evelyn
Fields, Evelyn M. Field
Pty Ltd, Australia



Convenor - Nils Mageroy,
Norway

Present: Evelyn Field, Pat Ferris, Christiane Kreitlow, Marie-France Hirigoyen (present at evening meal), Silvia Punzi, Miwako Wakui, Eva Jorendal (first part of the meeting), Adrienne Hubert, Apologies: Marie-France Hirigoyen.

We met twice, firstly during the four-hour meeting, followed a few days later with an evening meal. We covered numerous areas, including developing an understanding of what each therapist does and what is happening in their country.

Many of the therapists treat victims, write books /papers and provide training to organizations. They are pioneers in their country. Their treatment methods may vary, but most treat those who are still at work, but being bullied, those who have left and are injured by the bullying. Some, like Miwako, see more bullies, as there is payment for them but not for targets!

The difficulty facing most therapists is not helping targets who are still coping at work, which is less difficult, and where brief therapies will work, but those who are not coping, have become seriously injured, as well as those who have had a major breakdown and can't ever work again.

The group discussed how quickly to refer individuals to a psychologist after exposure to bullying. It was suggested that if they are normalizing after one week then a referral may not be necessary. However, the group concurred that bullying trauma sets in very quickly and help should be offered as soon as possible if a person has not verbalized that they believe they will recover quickly or if the bullying occurred over a significant period of time such as six months.

The difficulties facing the group are finding valid tools to diagnose and treat victims of bullying at work. These vary around the world.

Decisions

SIG Group to work on developing a document that summarizes the various approaches to treatment of bullied persons with the goal of developing recommended treatment guidelines, e.g. treatment protocol.

- validation
- psycho education, e.g. symptoms, causes of bullying, options
- psychological therapies/interventions and other techniques e.g. relaxation,
- medication and alternatives e.g. vitamins,
- recovery-reducing symptoms, career plans, managing difficult people

We hope to create a full day pre-conference meeting in Milan, 2014.

Meeting of Risk Management Special Interest Group

The Risk Management Special Interest Group (RM SIG) meeting in Copenhagen was a productive and interesting event for all who attended.

Our membership is growing, with people from many different backgrounds having an interest in how bullying can be prevented and managed from within a risk framework. The main theme of our meeting was to consolidate the aims and activities of the interest group into the future.

We began with a discussion of the basic risk management framework, because there are different experiences and understandings around the world of how the risk management framework can apply to bullying and psychosocial hazards at work. We discussed how all areas of interest in the workplace bullying field feed into (and could be informed by) the risk management framework (for example, measurement feeds into risk identification; legal issues feed into establishing the context for risk management).

The main desired outcomes for the RM SIG that were discussed included:

Sharing evidence

- Providing a bridge on evidence based practice and risk management for multiple stakeholders: providing evidence for practitioners, and developing ways for practitioners to inform academics

Championing risk management frameworks for bullying

- Increase awareness of the need for the integration of risk management with normal organizational actions.
- Increasing the recognition of the need to move from a focus on individuals to a more systemic perspective
- Advocate for the benefits of risk management for different stakeholders

Building critical mass

- Building critical mass around research and actions on risk management for bullying, harassment and related issues, including assessing risk management systems that already exist

Special Interest Group meetings

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In terms of addressing these aims, the group discussed the possibility of developing a risk management stream within the IAWBH conference, or holding symposia or pre conference workshops/seminars to inform others on risk management principles and practice. The need to share resources between group members is paramount, and look forward to doing this through sub-groups to the IAWBH Linked-in group.

Several other IAWBH members have expressed interest in the Risk Management SIG but were not able to attend our meeting. You're all most welcome to join in our discussions and activities.

Best regards,
Carlo Caponecchia



Convenor - Carlo Caponecchia,
The University of New South
Wales, Australia

Special Interest Group meetings

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Meeting of Trade Union Special Interest Group

The Trade Union SIG meeting was attended by 6 delegates, with representatives from Canada and the UK. The discussion focused on shared issues and the massive potential for growth as a SIG. Whilst it was felt to be somewhat disappointing that only two unions from across the world were present at the conference it was acknowledged that going forward we could work together to ensure that there is a significantly larger union attendance at the next conference.

Workplace bullying is relevant to union members across the globe and the focus prior to the next conference will be to promote union membership of the IAWBH and involvement in the SIG as a means to share our understanding and best practice when dealing with workplace bullying and harassment.

The group recognised the need to organise and coordinate activities and learning both on a national and international level. Efforts will also be made to develop appropriate links with academics and practitioners so that union activists can promote effective policies and interventions within their respective countries and workplaces.

Best wishes

Fergus Roseburgh



Convenor -
Fergus Roseburgh,
The Children's Society,
UK

Special Interest Group meetings
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Emotions & Personality Special Interest Group

The Emotions & Personality SIG provides a forum to explore, share and deepen our understanding of the role of emotions and personality in workplace bullying. In particular, a common theme in the workplace bullying literature is that envy has frequently been identified by targets as a reason for being bullied.

Since the 2010 IAWBH conference in Wales, SIG members have engaged in website discussions on the forum and several members have emailed me seeking relevant references for writing journal articles. Current topics on the online discussion board include: positive psychology, envy, the tall poppy syndrome, emotion focused research literature and more recently, a post about the Australian Government's current Inquiry into Workplace Bullying. There are now 58 members of the Emotions & Personality SIG! Over the next two years I am planning SIG meetings (LinkedIn, teleconference and international in-person meetings), collaboration amongst SIG members to present at the next IAWBH conference in Milan (2014) and group symposium at other conferences. A LinkedIn SIG group is also planned.



Convenor -
Donna Louise McGrath,
Australia

These activities will be posted on the Emotions & Personality SIG web forum and members will be e-mailed. I also welcome any other suggestions from members for other activities or ways to develop the SIG.

Kind Regards

Dr Donna-Louise McGrath
Convener Emotions & Personality SIG



Quantitative Research methods Special Interest Group

The quantitative methods SIGs did not organize a specific meeting at the conference. Interest for methods is not really widespread.

Convenor -
Guy Notelaers,
University of Bergen,
Norway

At the preconference day, the workshop about quantitative methods had received approximately 15 participants who welcomed the journey into conceptual issues with regard to the measurement of workplace bulling. At the dinner meeting several participated actively in this social activity and 'new' PhD students were given the opportunity to find answers to their most pressing matters.

However, an action agenda to revitalize this SIG was not set. Still, there are pressing issues in the measurement with respect to interventions and other longitudinal designs that need to be solved. Therefore the methods community welcomes debate on the site and sharing insights on how to tackle methodological and statistical questions. Also suggestions to disseminate insights and solutions are welcomed like for instance a FAQ.

Guy Notelaers

Convenor Quantitative Research Methods SIG

Workshop for PhD students at Copenhagen IAWBH Conference

Nearly 25 students from more than 10 different countries took part in this year's pre-conference PhD workshop arranged by the IAWBH Board in connection with its biennial International Conference in Copenhagen in June 2012. Under the heading, 'Deciding your direction in bullying research: concepts, issues and strategies', Professor Ståle Einarsen from the University of Bergen in the workshop's opening plenary session explored some of the key concepts and terms associated with workplace bullying and related concepts. Having established the scene by taking the audience on a tour of previous bullying research, he challenged the students to clarify their position on key strategic issues such as 'what concept or problem are you actually studying', 'who is your audience' and 'what is your chosen focus'. In terms of audience, he advised participants to clarify whether their audience is national or international. Similarly, when it comes to focus, is their emphasis on targets or indeed perpetrators, on bystanders, the individual or the organisation, or on providing deeper conceptual insight and understanding as opposed to developing and assessing interventions, just to name a few.



Helge Hoel
Manchester University

Following the opening session, the participants had the choice of attending one of two sessions on research methods. In one of the seminars, entitled 'Essentials of qualitative research: a hermeneutic phenomenological approach', Professor Ernesto Norohna from the Indian Institute of Management, Ahmedabad, took the participants on a journey exploring key issues in qualitative research supported by a number of examples relevant to the instigation of workplace bullying. In a parallel session, Dr Guy Notelaers from Maastricht University, the Netherlands, explored core issues relevant to quantitative research. The session was entitled 'Dealing with the concept of workplace bullying in quantitative research: theoretical and practical implications'. Based on his own wide experience of empirical studies and analysis of quantitative data he put his finger on some of the key dilemmas facing researchers and pointed out relevant practical solutions.

After a welcome sandwich lunch provided by IAWBH, the students were put into groups of four or five which, under the direction of a facilitator with experience of supervising PhD students of workplace bullying-related topics, discussed issues relevant to research strategy and potential problems the students were up against.

The feedback received after the event suggests that by and large the majority of participants were very happy with the event and with the topics covered. The opportunity to meet other students studying the same topics was also highlighted by many.

Looking forward, an initiative has already been taken to ensure that a workshop for PhD students will also go ahead at the next IAWBH conference in Milan in 2014. However, as discussed by the IAWBH Board, it is envisaged that this workshop will be stretched out to cover a full day, possibly concluding with a joint social event in the evening.

Helge Hoel

(Helge was the IAWBH Board member responsible for conference and events from the foundation of IAWBH in 2008 until June 2012.)

Literature update



Elfi Baillien has prepared for us a literature update for 2012. 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

Elfi Baillien,
Board member

Literature IAWBH—update August 2012

In press

Benítez, M., Leon-Perez, J.M., Ramirez-Marin, J., Medina, FJ., & Munduate, L. (in press). Validation of the Interpersonal Conflict at Work Scale (ICWS) in the Spanish context. *Estudios de Psicología*.

Giorgi, G., Ando, M., Arenas, A., Krischer, M., & Leon-Perez, J.M. (in press). The subjective perception of being bullied in Japan: Exploring personal and organizational determinants of workplace bullying. *Psychology of Violence*.

Nielsen, M. B. (In press). Bullying in work groups: The impact of leadership. *Scandinavian Journal of Psychology*.

Nielsen, MB & Einarsen, S. (In press). Outcomes of workplace bullying. A meta-analytic review. *Work & Stress*.

Notelaers, G., Baillien, E., De Witte, H., Einarsen, S., & Vermunt, J. K. (in press). The Job Demand Control Model and exposure to workplace bullying. *Economic and Industrial Democracy*.

Samnani, A. K. (in press). The early stages of workplace bullying and how it becomes prolonged: The role of culture in predicting target responses. *Journal of Business Ethics*.

Literature IAWBH

update August 2012

Prepared by: Elfi Baillien

2012

Balducci, C., Cecchin, M., & Fraccaroli F. (2012). The impact of role stressors on workplace bullying in both victims and perpetrators, controlling for personal vulnerability factors: A longitudinal analysis. *Work and Stress*, 26, 195-212.

Bentley, T. A., Catley, B., Cooper-Thomas, H., Gardner, D., O'Driscoll, M. P., Dale, A., & Trenberth, L. (2012). Perceptions of workplace bullying in the New Zealand travel industry: Prevalence and management strategies. *Tourism Management*, 33, 351-360.

Berry, P. A., Gillespie, G. L., Gates, D., & Schafer, John (2012). Novice Nurse Productivity Following Workplace Bullying. *Journal of Nursing Scholarship*, 44, 80-87.

Clausen, T., Hogh, A., & Borg, V. (2012). Acts of offensive behaviour and risk of long-term sickness absence in the Danish elder-care services: a prospective analysis of register-based outcomes.

International Archives of Occupational and Environmental Health, 85, 381-387.

D'Cruz, P. & Rayner, C. (2012). Bullying in the Indian workplace: A study of the ITES-BPO sector. *Economic and Industrial Democracy*. Published online:
<http://eid.sagepub.com/content/early/2012/08/29/0143831X12452672>

Dehue, F., Bolman, C., Völlink, T., & Pouwelse, M. (2012). Coping with bullying at work and health related problems. *International Journal of Stress Management*, 19, 175-197.

Glaso, L., & Notelaers, G. (2012). Workplace Bullying, Emotions, and Outcomes. *Violence and Victims*, 27, 360-377.

Hogh, A., Hansen, A. M., Mikkelsen, E. G., Persson, R. (2012). Exposure to negative acts at work, psychological stress reactions and physiological stress response. *Journal of Psychosomatic Research*, 73, 47-52.

Houshmand, M., O'Reilly, J., Robinson, S., & Wolff, A. (2012). Escaping bullying: The simultaneous impact of individual and unit-level bullying on turnover intentions. *Human Relations*, 65, 901-918.

Keuskamp, D., Ziersch, A. M., Baum, F. E., LaMontagne, A. D. (2012). Workplace bullying a risk for permanent employees. *Australian and New Zealand Journal of Public Health*, 36, 116-119.



International Association on Workplace Bullying and Harassment

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Prepared by: Elfi Baillien

Lutgen-Sandvik, P., & Tracy, S. J. (2012). Answering Five Key Questions About Workplace Bullying: How Communication Scholarship Provides Thought Leadership for Transforming Abuse at Work. *Management Communication Quarterly*, 26, 3-47.

Nielsen, M. B., Hetland, J., Matthiesen, S.B., & Einarsen, S. (2012). Longitudinal relationships between workplace bullying and psychological distress. *Scandinavian journal of work, environment & health*, 38, 38-46.

Miller, H. & Rayner, C. (2012). The Form and Function of "Bullying" Behaviors in a Strong Occupational Culture: Bullying in a UK Police Service. *Group and Organization Management*, 37, 347-375.

Paull, M., Omari, M., & Standen, P. (2012). When is a bystander not a bystander? A typology of the roles of bystanders in workplace bullying. *Asia Pacific journal of human resources*, 50, 351 -366.

Rodriguez-Munoz, A., Francisco, G., & Moreno-Jimenez, B. (2012). Organisational factors and workplace bullying: The moderating role of "laissez-faire" leadership. *Revista De Psicología Social*, 27, 221-231.

Rodriguez-Muñoz, A., Moréno-Jimenez, B., Baillien, E., Sanz-Vergel, A., & Moreno, Y. (2012). Bullied who bully: The reciprocal relationship between victim and aggressor in workplace bullying situations. *Psicothema*, 24, 358-363.

Sims, R. L. & Sun, P. (2012). Witnessing workplace bullying and the Chinese manufacturing employee. *Journal of Managerial Psychology*, 27, 9-26.

Vie, T. L., Glaso, L. & Einarsen, S. (2012). How does it feel? Workplace bullying, emotions and musculoskeletal complaints. *Scandinavian Journal of Psychology*, 53, 165-173.

Upcoming events

Upcoming events

Prepared by: Elfi Baillien

Nordic Tour on Bullying and Harassment at Work.

Oslo, Norway - 18 September 2012 / National Institute of Occupational Health

Reykjavik, Iceland - 22 October 2012 / The Nordic House

Stockholm, Sweden - 27 November 2012

Helsinki, Finland - 5 December 2012 / House of the Estates

Copenhagen, Denmark - 11 December 2012 / National Research Centre for the Working Environment

www.niva.org

Third International Conference on Violence in the Health Sector "Linking local initiatives with global learning".

24-26 October 2012

Vancouver, Canada

www.oudconsultancy.nl/vancouver/index.html

The 14th Annual ILA Global Conference - Leadership Across the Great Divides: Bridging Cultures, Contexts, and Complexities.

24-27 October 2012

Denver, CO, USA

Hyatt Regency

<http://www.ila-net.org/Conferences/2012/index.htm>

The 28th Annual Conference of the Society for Industrial and Organizational Psychology - Hilton Americas – Houston

Conference: April 11-13, 2013

Preconference Workshops: April 10, 2013

Houston, Texas

<http://www.siop.org/tip/july12/34king.aspx>

Work, Stress and Health 2013: Protecting and Promoting Total Worker Health

May 16-19, 2013

Los Angeles, California

<http://www.apa.org/wsh/>

Upcoming events

Prepared by: Elfi Baillien

16th congress of the European Association of Work and Organizational Psychology

May 22nd-25th 2013

Münster, Germany

<http://www.eawop2013.org/>

International Association of Conflict Management 2013 Conference

June 30-July 3 2013

Tacoma, Washington

IACM President: Wendi Adair

Local Arrangements Co-chairs: Zoe Barsness & Jill Purdy

Program Chair: Sonja Rispens

<http://iacm-conflict.org/iacm-2013-conference-0>

International Association of Conflict Management 2013 Conference

June 30-July 3 2013

Tacoma, Washington

IACM President: Wendi Adair

Local Arrangements Co-chairs: Zoe Barsness & Jill Purdy

Program Chair: Sonja Rispens

<http://iacm-conflict.org/iacm-2013-conference-0>

13th European Congress of Psychology (ECP 2013)

Conference: July 9-12, 2013

Stockholm, Sweden

<http://www.ecp2013.se/>

Annual Meeting of the Academy of Management 2013 - Capitalism in question

August 9-13 2013

Lake Buena Vista (Orlando), Florida

Program Chair: Paul S. Adler, University of Southern California

<http://meeting.aomonline.org/2013/>

LinkedIn

As you may have noticed our association is on LinkedIn now.

Some Special Interest Groups voiced the wish to have separate LinkedIn discussion-groups within the LinkedIn website. The board approved this wish.

Board members agreed that

- 1) SIG discussions will now be held on LinkedIn as this is a members' request,
- 2) members who visit the current discussion fora pages on the IAWBH website will be directed to the LinkedIn SIG discussion pages via detailed instructions,
- 3) the current SIG discussion fora pages on the IAWBH website will be disabled and archives kept accessible to members.

The Board agreed that this would be tried out for a period of 1 year during which Shayne Mathieson would gather feedback from SIG convenors, co-convenors and members about utility issues. Shayne also added that for those members who did not wish to join LinkedIn and were thus unable to participate in SIG discussions, she would prepare periodic summaries to keep them in the discussion loop.

It may take some time before all changes on the website are carried out.

Instructions to join:

You need to be a member of IAWBH and of LinkedIn.

If you are a member of LinkedIn, sign in into your LinkedIn account, go to 'Group directory' and search for 'IAWBH'. Please make a request to join the group and you will get an approval very soon.

Members corner

Members' corner

**Bullying in the Indian workplace:
A study of the ITES-BPO sector**

Premilla D'Cruz and Charlotte Rayner
Economic and Industrial Democracy
published online 29 August 2012

Published by:

<http://www.sagepublications.com>

The online version of this article can be found at:

<http://eid.sagepub.com/content/early/2012/08/29/0143831X12452672>

Abstract

This article reports on an empirical enquiry undertaken in India's ITES-BPO (offshoringoutsourcing) sector to ascertain the presence of workplace bullying, the influence of sociocultural factors, the nature of bullying categories and the availability and use of extra-organizational redressal options. Survey data, gathered through structured interviews incorporating the Work Harassment Scale, conducted with 1036 respondents located in six cities, showed that 44.3% of the sample experienced bullying, with 19.7% reporting moderate and severe levels.

In keeping with India's hierarchical society, superiors emerged as the predominant source of bullying, displaying task-focused behaviours. Yet, the presence of 'cross-level co-bullying' where a personal focus was emphasized points to the role of identity-based affiliations intrinsic to India's ethos. Key informant data, gathered through unstructured interviews with lawyers/legal activists, labour commissioners and trade unionists/labour activists and thematically analysed, underscored the influence of professional self-identity, career interests and a dysfunctional judicial system in targets' choice of extra-organizational options.



Members' corner

New Members

A warm welcome to our new members:

- Allison Ballard, University of Canberra, Australia
- Susan Coldwell, Nova Scotia Government and General Employees Union (NSGEU), Canada
- Marian Ciby, Department of Management Studies, Pondicherry University, India
- Elise Corriveau, DIALOGUE, Dispute Prevention and Resolution, Canada
- Janet curtis, Monash University and St John Ambulance, New Zealand
- Harris Kevin, Chambers of Kevin Harris, United Kingdom
- John Ross, student, Australia
- Emily Schindeler, Griffith University, Australia
- Leona Sears, Westminster Psychotherapy Ltd, United Kingdom
- Julie, Takata, Hertfordshire Partnership NHS Foundation Trust, United Kingdom
- Brent Wright, Certifications International Group LLC, USA

Next newsletter

The next IAWBH newsletter will appear in December 2012. 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 3rd of December 2012** to:

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