



Annie Høgh
President of IAWBH

From the President

Welcome to the last newsletter of 2013. It has been a productive year for the IAWBH and you will see various activities are highlighted in the newsletter, which has developed with a lot of contributions from members who want to share their experiences from different parts of the world.

Content:

As a new initiative we have decided to sponsor a summer school every other year in between conference years with the aim to facilitate research and practice in the field of workplace bullying and harassment. It will be for bullying researchers and practitioners from all over the world. Guidelines for this will be posted on our website shortly.

After a lot of work by our treasurer, Nils Magerøy, we finally have a bank that we can access with the possibility of net-banking. For that reason the IAWBH is now registered in Norway. This should also be a long-lasting solution for us.

The next international conference of the IAWBH in Milan in the middle of June, is on the way. Please remember that the deadline for abstracts is January 18th. You can check this out in the Newsletter and on the conference website. I hope to see many of you in June. You can also read about other conferences – and it is nice to see the great interest in the subject and the different aspects associated with it.

	<i>Page</i>
From the President	1
IAWBH Conference 2014 is approaching!	3
PhD workshop	4
Who will host the 2016 IAWBH conference?	5
Literature update	6
<i><u>Members' corner:</u></i>	
•SIG: The Dynamics of Power and Bullying	8
•Keynote speech Leah Hollis	10
•Shifting Workplace Culture (conference)	11
•Australian bullying conference	12
Who is...?	13
New members	17
Next newsletter	18



International Association on Workplace Bullying and Harassment

The Dynamics of Power SIG now has a new convener, Hadyn Olsen. Please welcome Hadyn and read his introduction in this newsletter. And thank you to the previous convener, Cynthia Marcello for her great work with this SIG.

Now is the time of year for holidays and I hope that you will have a good and relaxing time. On behalf of you all, I thank the IAWBH Board for all their work during 2013 making great progress in further development of the association.

Very warm wishes to all of you and good luck for 2014.

Annie

Welcome to the 9th International Conference on
Workplace Bullying and Harassment
"Promoting Dignity and Justice at work"
Milan 17th to the 20th of June 2014



Pic: University of Milan

IAWBH conference 2014 is approaching!

Our next IAWBH conference is approaching. The website of the conference has been renewed by the University of Milan (see: <http://www.bullying2014.unimi.it>) and the deadline for abstract submission has been extended to the 18th of January 2014.

Some important dates:

18 January 2014 - Abstract Submission

28 February 2014 - Notification of Acceptance

15 April 2014 - Early Bird registration

Members who have paid their IAWBH membership fee during 2013 will be eligible for a reduced fee at the conference. Are you getting ready for your trip to Milan?

We are looking forward to meeting you all in Milan again!

PhD seminar in Milan 17th.June 2014

The board of the IAWBH is proud to announce a PhD seminar to be held in connection with the 9th International Conference on Workplace Bullying and Harassment in Milan on the 17th. of June 2014, from 0900 to 1600.

The seminar follows the tradition and success from earlier conferences in Cardiff and Copenhagen and invites all PhD students in our field to join us for a day of lectures by well-known and experienced researchers in the field, discussions of important issues on the field, methodological in-put and possibilities to discuss ones own project with other PhD students and senior researchers in the field.



Clinica del LAVORRO DEVOTO

The seminar is sponsored by the board and includes a light lunch. The seminar hours are 0900-1600. Participation at the seminar is free of charge for all Phd students who are attending the Milan conference and will be held at the Clinica del LAVORRO DEVOTO at *Via Commenda, 10 - via San Barnaba, 8, in the city center of Milan close to the main University building.*

Host of the seminar is Prof. Ståle Einarsen from the University of Bergen in Norway.

To attend the seminar please send an e-mail with your registration and the working title of your PhD project to stale.einarsen@psysp.uib.no.

Who will host the 2016 IAWBH conference?

The IAWBH are now searching for organizers of the 10th International Conference on Workplace Bullying and Harassment following our very successful conferences in London (2002), Bergen (2004), Dublin (2006), Montreal (2008), Cardiff (2010) and Copenhagen (2012). In 2014 the conference will be held in Milan, 17th to 20th of June.

Our 2016 conference will last three days in May, June or July 2016 and will normally run from Wednesday to Friday, with pre-conference meetings arranged on Tuesday (Special Interests Group and Ph.D-seminar).

Local organisers of the 2016 conference must be a group of researchers and practitioners associated with a University or a research institution.

Are you and your group interested in hosting the 2016 conference, please be in contact with Professor Ståle Einarsen (stale.einarsen@psysp.uib.no). The board will decide on the 2016 conference in due time to the 2014 conference.



Ståle Einarsen

Prepared by Ståle Einarsen

Board member Conference

Literature update



Elfi Baillien,
Board member

Elfi Baillien has prepared for us a literature update for 2013. 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

Latest publications—December 2013

D'Cruz, P., & Noronha, E. (2013). Breathers, releases, outlets and pauses: Employee resistance in the context of depersonalized bullying. *The Qualitative Report*, 18(72), 1-24. Retrieved from <http://www.nova.edu/ssss/QR/QR18/dcruz72pdf>.

D'Cruz, P., & Noronha, E. (2013). Ambivalence: Employee responses to depersonalized bullying at work. *Economic and Industrial Democracy*, DOI: 10.1177/0143831X13501001 (First published on line on 17 September 2013).

D'Cruz, P., & Rayner, C. (2012). Bullying in the Indian workplace: A study of the ITES-BPO sector. *Economic and Industrial Democracy*, DOI 0143831X12452672 (First published on line 29 August 2012).

D'Cruz, P., & Noronha, E. (2013). Navigating the extended reach: Target experiences of cyberbullying at work. *Information and Organization*, 23, 4: 324-343.

Fevre, R. Robinson, A., Lewis, D. and Jones, T. (2013). 'The ill-treatment of employees with disabilities in British Workplaces', *Work Employment & Society*, 27(2), 288-307.



International Association on Workplace Bullying and Harassment

Leon-Perez, J. M., Notelaers, G., Arenas, A., Munduate, L., & Medina, F. J. (2013). Identifying Victims of Workplace Bullying by Integrating Traditional Estimation Approaches Into a Latent Class Cluster Model. *Journal of Interpersonal Violence*, DOI: 10.1177/0886260513506280 (published online on 19 November 2013).

Linton, D.K, Power, J.L. (2013). The personality traits of workplace bullies are often shared by their victims: Is there a dark side to victims? *Personality and Individual Differences* 54 (2013) 738–743.

Mulder, R., Pouwelse, M., Lodewijkx, H., & Bolman, C. (2013). Workplace mobbing and bystanders' helping behaviour towards victims: The role of gender, perceived responsibility and anticipated stigma by association. *International Journal of Psychology*, 48. DOI: 10.1002/ijop.12018

Power J.L., et al, (2011). Acceptability of workplace bullying: A comparative study on six continents, *Journal of Business Research*, Doi:10.1016/j.jbusres.2011.08.018

White, S. (2013) An Introduction to the Psychodynamics of Workplace Bullying. London:Karnac.

The Dynamics of Power and Bullying

My name is Hadyn Olsen and I am the new convener of the Special Interest Group (SIG) "Dynamics of Power".

Firstly I want to acknowledge Dr Cynthia Marcello for her work with this SIG prior to me and for taking on quite a huge topic. I hope to progress this and create further discussion.



Hadyn Olsen

I am a Harassment Prevention consultant working in New Zealand. My background is 23 years working in the Pulp and Paper industry in a workplace rife with bullying. I tell people this was where I got my "PhD" in bullying. However I developed from a boiler operator into a workplace trainer, Contact Person/counsellor, facilitator of violence prevention workshops with violent offenders, and then onto being an independent consultant/facilitator working with organisations. I have now been doing this for 13 years and have written two books on workplace bullying during that time.

As I write I notice how I want to introduce myself in a way that has me feeling a sense of power with you. I don't want to be greater than anyone but neither do I want to be less. I am not an academic and I wonder if that matters to people in this organisation. Will people consider I have anything to offer since I do not have a real PhD? Gosh! Will I be bullied by those with power here?

These issues of the dynamics of power are all around us and they are very subjective. I would like to pose some questions in this Special Interest Group to trigger some discussions.

- To what degree is bullying related to a need in the perpetrator for power? How conscious are they of this? Can this relationship with power change for the perpetrator and will that mean they stop bullying?
- How do workplaces manage the dynamics of power in terms of structure and management behaviours? Is it possible to create a better use of power so that everyone can become empowered? Will this produce better outcomes?



International Association on Workplace Bullying and Harassment

- How does one deal with a perpetrator and not lose power during a bullying episode? Is it possible to be bully-proof without becoming an overly defended hedgehog, or a bigger bully?
- How can someone who has been damaged significantly by bullying regain a sense of power in their lives? To what degree is healing linked to empowerment?

So these are just a few questions I would like to put out there. Look forward to hearing your responses and your thoughts.

Hadyn Olsen

info@wave.org.nz

Dr. Leah Hollis Gives Keynote Speech on Workplace Bullying at Cornell University

Dr. Leah P. Hollis, president of Patricia Berkly LLC was billed as the keynote speaker of Cornell University's 15th Annual Diversity Update Conference in Ithaca, New York in her address regarding workplace bullying in American higher education. As Cornell University remains committed to diversity and access, Dr. Hollis' speech gave insight on how leadership is the central variable in creating and maintaining a healthy workplace. Her comments reflected on the findings from her recent book, *Bully in the Ivory Tower, How Aggression and Incivility Erode American Higher Education*. Her independent study confirms that 62% of those working in higher education are affected by workplace bullying. This is 58% higher than the data reported by Namie and Namie that 37% of Americans face workplace bullying (2007). Her work also calculates the cost to higher education through employee turnover and disengagement. Hollis confirmed that the target of bullying in higher education may on average disengage from the workplace a sum total of 5 weeks during the year to avoid the ill effects of bullying and a hostile environment.

The weekend began with Dr. Hollis speaking with the Ujamaa Residential College. The Sunday event encouraged students to consider their leadership styles during the unity hour. On Monday November 18, 2013, Dr. Hollis gave her keynote address to 175 participants at the Statler Hotel on the campus of Cornell University with close to 40 participants waiting for entrance to the event. She then conducted a breakout session to reflect on how minority groups can be mislabeled as the bully. Participants in the break

out session were asked to consider alternative and collaborative solutions to avoid combative interactions among any diverse staff. Close to 70 people attended her breakout session.

The conference attracted scholars along with college, university, and city administrators from across the region. Such personnel serve as professors, deans, K-12 staff, human resources professionals and chief diversity officers.

Hollis and her team at Patricia Berkly LLC have been honored to speak at The Inaugural Black Ph.D. Conference in Philadelphia, PA, Montgomery County Community College, Cornell University, and several others through virtual delivery to get the word out about athletics, disability issues, workplace bullying and the individual and organization solutions to stem the aggression in the workplace.

Dr. Leah Hollis and lead consultant Dr. Jeffrey Holmes create keynote speeches regarding workplace bullying, diversity, access, Americans with Disabilities Act, athletics, and other healthy workplace issues. Dr. Holmes has recently released his book, *Accessible College*, which assists students with disabilities in transitioning from high school to college. Their boutique speaker's bureau, Key-Notes Speakers, can be found at myconferencespeaker.com.



Prepared by
Dr. Leah Hollis



Shifting Workplace Culture: Prevention, Promotion, Protection First Announcement

Who should attend?

This international conference will be of interest to trade union leaders in the public and private sectors; as well as community development innovators, not-for-profit organizations, and non-union employers interested in creating bully-free workplaces.

Interest in workplace bullying has dramatically increased over the past 15 years, now involving many countries worldwide with interest from business and organizations and in a wide range of study and interventions on this issue.

Scope of the conference:

To bring together people who are researching and delivering programs to address bullying and psychological health and safety in the workplace with those who are looking for innovative interventions including restorative practices; assess effective program evaluation; and identify best practices.

Four themes:

1. Research for evidence and best practices
2. Employer feedback directing sustainable change – provide model
3. Facilitator competencies for program delivery
4. Evaluation methodology (quantitative and qualitative)

Deadlines:

Abstract Submission — 15 January 2014
Notification of Acceptance — 15 February 2014
Early Bird registration deadline— 15 April 2014
Conference registration will open mid-January.

Organization:

The Nova Scotia Government and General Employees Union represents over 30,000 women and men who provide quality public services Nova Scotians count on every day.

Conference venue:

NSGEU Office and Conference Centre, 255 John Savage Ave,
Dartmouth, NS, B3B 0J3



The Australian No 2 Bullying Conference.
IDENTIFYING BULLYING
Policy, Prevention and Management Strategies

7 - 8 April 2014 QT Hotel Gold Coast, Queensland

The Conference will examine bullying and what can be done about it in a range of contexts such as schools, families, workplaces and cyberspace. Programs will be described and evaluated, and where possible, evaluations will be evidence-based. We will examine what some organisations have been doing to counter bullying, look at how the law operates and provide a critical evaluation of its effects.

Cyber bullying has the potential to result in the target of bullying developing social and psychological issues. Workplace bullying can have a serious negative impact on individuals and on companies, but is unfortunately common. There are now serious legal consequences for organisations and individuals who fail to take steps to protect employees from bullying behaviour. The Productivity Commission estimated the total cost of workplace bullying in Australia at between \$6 billion and \$36 billion annually.

Hosted by the "not for profit" Australian and New Zealand Mental Health Association Inc.

For more information and to view the Program visit the website:

<http://no2bullying.org.au>



Who is....? Barb MacQuarrie

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.

*Silvia Punzi from Italy who introduced herself in the last newsletter chose **Barb MacQuarrie** from Canada as the member to be interviewed in this newsletter.*



Barb MacQuarrie

Tell us something about yourself

I live in London Ontario, a city of just over 350,000 people in Southwestern Ontario about half way between Toronto and Detroit Michigan. I'm a proud resident of the small, historic Blackfriars community, nestled along the Thames River. (Yes, I said the Thames.) My neighbours and I are celebrating a victory over a developer who wanted to destroy the fabric of our neighbourhood by building big box student housing. I try to take time to walk along the river every day. In the warmer months, I spend many hours working in my gardens.

How did you become interested in workplace bullying?

I was introduced to workplace harassment through the tragic death of Theresa Vince, a woman who was murdered by her supervisor

at SEARS, the store where she worked in 1996. Her supervisor had been sexually harassing her, but the company left her to handle the problem on her own. Her plan to escape the harassment was to retire early, but two weeks before she was to leave, her boss called her into an after work meeting where he shot her and then killed himself. Initially my work focused on sexual harassment. As a result of Theresa Vince's death women's advocates, myself included, lobbied for the passage of new Occupational Health and Safety Legislation in Ontario that would give employers responsibility for preventing and responding to harassment. After nurse Lori Dupont was killed at Hotel Dieu Hospital in Windsor, by her former partner, a doctor at the same hospital, we recommended broadening the focus of the legislation to include domestic violence that occurs in the workplace.



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

On April 6, 1999, a former employee of OC Transpo in Ottawa went on a shooting rampage that left four employees dead, then took his own life. The killer had himself been the victim of workplace harassment. At the time, no jurisdiction in Canada required employers to have a workplace violence prevention program.

At the inquest into these deaths, the Canadian Centre for Occupational Health and Safety recommended that workplace violence be defined, not only as physical violence but also as psychological violence such as: bullying, mobbing, teasing, ridicule or any other act or words that could psychologically hurt or isolate a person in the workplace. This definition would include all forms of harassment, bullying, intimidation, physical threats/assaults, robbery and other intrusive behaviors”

Despite this recommendation and many others similar to it, there is continuing disagreement regarding the definition and parameters of violence.

The OC Transpo jury recommended that federal and provincial governments enact legislation to prevent workplace violence and that employers develop policies to address violence and harassment.

Today, some jurisdictions have legislation on workplace violence in which bullying is included. Jurisdictions that have specific workplace violence prevention regulations include Alberta, British Columbia, Saskatchewan, Manitoba, Ontario, Nova Scotia,

Newfoundland and Labrador and Prince Edward Island, as well as Canadian federally regulated workplaces. Quebec has legislation regarding "psychological harassment", which may include forms of workplace violence. Ontario also has specific harassment legislation. In addition, employers have a general duty to protect employees from risks at work. This duty can mean both physical harm and mental health.

In addition to specific harassment legislation, Ontario was the first Canadian jurisdiction to include requirements that employers prevent and respond to domestic violence when it occurs in the workplace. This progressive legislation is a direct result of the efforts of members of the Vince and Dupont families, working with women's advocates to push for changes that would give employers explicit responsibilities for preventing and responding to both harassment and domestic violence.

What can you tell us about your work?

I am the Community Director at the Centre for Research & Education on Violence against Women & Children (CREVAWC), in the Faculty of Education at Western University. On December 5, 2013, in collaboration with the Canadian Labour Congress (CLC), CREVAWC is launching the first Canadian national survey on the impact of domestic violence on workers and the workplace.

The survey replicates a similar initiative in Australia where the Domestic and Family Violence Clearinghouse at the University of New South Wales partnered with organized labour to gather 3,600 responses.

Unions used the findings from that study to demand workplace supports for workers experiencing domestic violence in collective bargaining. They gained benefits that include paid leave, safety planning and no negative reprisals for victims. Over a million workers in Australia are now entitled to these benefits through their collective agreements.

The CLC will use its communication networks to disseminate the survey to 3.3 million members. The survey fits well with the new Fairness Works campaign the CLC is launching, with the message that, "The labour movement is not just about decent jobs. It's about a better life for everyone."

Evidence from the Canadian survey will provide resources for labour organizations to use in collective bargaining, for employers to use in the development of policies and training, for governments to use in the development of legislation and for advocates to use in campaigns to promote better responses to domestic violence through workplace interventions.

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

I hope to expand our definition and our understanding of workplace harassment and violence to include domestic violence. I would like to see Canadian workers protected by collective agreements that provide benefits similar to those Australian workers now have. I would like to see more jurisdictions in Canada include specific provisions relating to both harassment and domestic

violence in their Occupational Health and Safety legislation.

The previous member that participated in the 'Who is... column', Silvia Punzi, has the following question for you: "In your opinion and according to your experience, which are the main similarities between psychological violence in family context and psychological violence at the workplace?"

In my experience psychological violence, whether in the context of the family or the workplace is rooted in a dynamic of power and control. The impacts on the person being targeted are similar; an erosion of self-esteem and a sense of powerlessness. There is a similarity in that in both contexts, the victim feels trapped in the relationship because there is some degree of dependency on the abusive situation for a sense of security and well-being. We all need family supports and we all need our work. In the field of Violence against Women we are beginning to look at differentiating the motivation for abusive behaviours. Not all abusive behaviour is motivated by a desire to completely control the other person. In some cases, the abuse is fueled by poor relational skills and poor conflict resolution skills. Learning to identify these situations, without minimizing risk, will help us to develop differential responses. I believe that these differential motivations, which call for differential responses, also apply to situations of psychological harassment in the workplace.



International Association on Workplace Bullying and Harassment

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

I choose Errin Britt as the next person to be interviewed.

What is your question for that member?....

How can bystanders be encouraged to intervene when they see co-workers being bullied?

Thank you very much for taking part in this interview!

Adrienne Hubert (editor)



New Members

We welcome the following new members to our association:

- Wade King, University of Alberta, Canada
- Frances McGregor, University of huddersfield, United Kingdom
- Guy Notelaers, University of Bergen, Norway
- Kristina Östberg, Amphio Organisationsutveckling AB, Sweden
- Beverly Peterson, Montclair State University, USA
- Jane Stubberfield, University of Plymouth, United Kingdom
- Retha Youell, The Youell Group, USA



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 at the Münster Board Meeting in May.

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 March 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 March 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.