



## From the president

Dear IAWBH member,

Premilla D'Cruz

Welcome to an interesting and informative issue of the IAWBH newsletter in the run-up to the Bordeaux conference. As Marie-France Hirigoyen and Loic Lerouge, the Conference Chairs, keep us updated about conference preparations and other important inputs about the conference venue, the IAWBH Board is quite sure that everyone is gearing up for this much awaited event in the initial week of June 2018. Undoubtedly, it is going to be a stimulating and engaging conference, with diverse themes and different kinds of sessions, in addition to an international representation. Nick Djurkovic outlines the programme for the PhD workshop while the SIG convenors share their plans for the pre-conference SIGs meetings – both scheduled for 5<sup>th</sup> June 2018. Maryam Omari shares the names of the recipients of the newly instituted IAWBH biennial conference travel grants for PhD students.

The IAWBH webinars are finally launched!!! Do check out our website at <https://www.iawbh.org/membermedia/> to get insights into "Promoting healthy and productive work in the workplace of the future".

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This highly anticipated offering from the IAWBH has taken off thanks to the newly developed website (Carlo, your efforts are deeply appreciated) and the support the Edith Cowan University Business School (courtesy Maryam Omari).

In the pages which follow, you will find Margaret Hodgins speaking of the use of surveys and case studies in Methodology Matters while Michelle Tuckey shares her 3 Most Influential Works and Madeline Carter answers the Who is...column.

Among members' contributions are Ivan William Jimenez's piece about proposed ILO standard on violence and harassment at work, Ernesto Noronha's summary about the *Qualitative Research on Organizations and Management* special issue on workplace bullying, Christiane Kreitlow's article on ethical considerations and Shayne Mathieson's questions on the #metoo movement. We also present information on an upcoming conference on bullying in New Zealand, in addition to our regular literature and events update.

Following on from two successful masterclasses (earlier called summer school) – 2015 in Calgary and 2017 in Huddersfield, the IAWBH now announces the call for the 2019 masterclass. The masterclass has proved to be an important IAWBH event which occurs during the non-conference year and offers the opportunity to collectively explore emergent themes of critical significance to the substantive area. We hope to receive many bids from our members this time around.

Mieneke Pouwelse and Charlotte Rayner (who replaced Eva Gemzoe Mikkelsen) have completed the 2018 IAWBH election process and provide us with an update about candidates filling the various posts. Exciting times ahead!!!

It is heartening to have many new members be a part of the IAWBH – I am sure all of you join me and the Board in warmly welcoming them.

Till we meet in Bordeaux, then, the Board and I wish you the very best...

Premilla D'Cruz

## 2018 IAWBH Conference Bordeaux

Dear colleagues and friends,

Greetings from the LOC of the upcoming 11th IAWBH conference in Bordeaux.

On June 5th, 2018, we will be pleased to receive you in the exceptional setting of the Palais de la Bourse de Bordeaux. You will have the opportunity to listen to keynote speakers coming from Canada, Mexico, France and Spain, and symposia chairs from Denmark, Norway and Australia. Besides of that you will be able to listen to nearly 200 presentations or see posters with speakers from 46 countries from the 5 continents. For a better understanding, our intention is to provide simultaneous translation in English, French, Spanish. The number of presenters and the diversity of the topics reflects the dynamic of research about bullying and psychological or sexual harassment in the workplace. No doubt it will be for you an exceptional opportunity to exchange and to enhance your knowledge.

Besides the conference venue at the prestigious Palais de la Bourse, registration for the conference includes a welcoming cocktail at Bordeaux City Hall, coffee-breaks, free tramway and bus tickets for urban trips, and, most of all, a gala dinner in a Bordeaux chateau with a visit to the cellars and wine tastings. Don't miss that.

Early bird rates are running until 2 April!

As you know, Bordeaux is a world heritage city, located 2 hours by train from Paris. For those who wish, we suggest additional activities (not included in the fees). You can choose to visit the city of wine (museum of wines), go for a cruise on the Bassin d'Arcachon, unless you prefer wine tasting in Saint Emilion.

Be aware, if you have not yet booked your hotel or room at the location, it is important to do so soon because Bordeaux is in high demand in June.

We look forward to seeing you all in Bordeaux and send you our best regards.

**Marie-France and Loïc**



## SIG meetings in Bordeaux

Planning is well and truly in train for the conference in Bordeaux – we look forward to seeing you there!

June 5 has been set aside for the doctoral workshop and Special Interest Group (SIG) meetings. At this stage the following SIGs are planning to meet with the program below:

**Legal** – convenor: Katherine Lippel and Kemi Labinjo

We invite everyone interested in legal issues relating to workplace bullying and harassment, including sexual harassment and discriminatory harassment, to meet to discuss recent developments in your jurisdictions. For the moment, the update of legal developments in different jurisdictions and a discussion of the International Labour Organisation's imminent conference to develop an International convention of occupational violence are two key items for the agenda but we hope there are others that will be added by the members and participants. We would like to hear from you before the conference as to what issues and questions you would like to discuss at the Legal SIG meeting, and you are welcome to contact the co-convenors Katherine Lippel and Kemi Labinjo with any questions or any suggestions for the agenda of the meeting on the 5th of June in Bordeaux.

Although it is not necessary to register in advance, it would be helpful if we had an idea of the number of people who are interested in participating.

If you are interested, could you please contact Katherine Lippel at [klippel@uottawa.ca](mailto:klippel@uottawa.ca) and Kemi Labinjo at [info@amberandgreene.com](mailto:info@amberandgreene.com) to provide us with the following information:

- Name,
- email address,
- country
- Interests: (ie bullying, sexual harassment, discriminatory harassment, other...)
- Are you a researcher/academic or practitioner or both?
- Issues you would like to see on the agenda for the Legal Special Interest Group meeting

- **Organisational influences and bystanders** – convenor: Dr Susan Johnson

Description of the Organizational Influences and Bystanders SIG:

Discuss the role of situational and contextual factors in bullying and harassment in the workplace. These factors may include, but are not limited to, organizational antecedents such as the nature of work, the organizational culture or climate, and leadership. We recognize that such organization-level antecedents may interact with other group or individual-level factors in influencing bullying and harassment. We hope that this SIG will help us gain a deeper understanding of what organizations can do to minimize bullying in the workplace.

Bystanders to workplace bullying (mobbing) are people present at an event who are neither the target nor the bully. They are in a good position to intervene but often they do not. There are many roles a bystander can take, all of which influence the bullying process. The Bystander Special Interest Group (SIG) is a forum for interested practitioners and academics to explore bystanders through examination and knowledge sharing. Together we can support and motivate each other to achieve a greater understanding of positive bystander roles and how these can contribute to anti-bullying strategies.

The SIG pre-conference workshop for this group will be a chance to meet and network with other researchers and practitioners who are interested in issues related to bystanders and other organizational influences on workplace bullying. The proposed agenda for this workshop is as follows:

- Introductions: Overview of current research or practice initiatives
- Examination of the description (see below) of this SIG – does it need revising?
- Is the SIG meeting the needs of members, and if not, how might it do so in the future?
- What are current issues related to organizational influences and bystanders that are being researched? What are areas that are being neglected?
- In the United States, the #MeToo movement is changing the discourse, and organizational response, to sexual harassment. Are similar changes happening in other countries? What are the implications, if any, of this movement on workplace bullying?

I am open to other suggestions for the workshop. If you have late-breaking research you want to present, or another topic you want to discuss, let me know. (Susan Johnson, [slj6@uw.edu](mailto:slj6@uw.edu) )

- **Therapist Special Interest Group** – convenor: Evelyn Field

The Therapist SIG meeting will take place June 5, 2018 at Pôle Juridique et Judiciaire, Place Pey Berland, Bordeaux from 9 a.m. to 5 p.m. with an hour for lunch, as part of the conference for interested members of the Therapist SIG. We hope all members who are attending the conference will join us for the day of learning and sharing and a dinner in the evening. All are welcome.

At our SIG day, we discuss issues of relevance to treating targets of workplace bullying including diagnosis and treatment. Our agenda for this year is as follows:

The morning will include:

- Get to know your colleagues: introductions and descriptions of your work
- Brief updates on conferences you have attended or presented at and research you have read/published related to diagnosis and treatment of targets of workplace bullying (please send any hand-out material to Pat Ferris or Evelyn Field so we can share with the group). Pat Ferris will update on the previous SIG session World Café symptom generation exercise. Discussion to ensue on diagnostic implications.
- Two ½ hour presentations focused on diagnostic issues. These presentations can be thoughts on your practice, ideas, literature reviews, etc. and does not have to formal.

The afternoon will include:

- Two ½ hour presentations on treatment issues/insights/your practices that are effective/thoughts etc.
- World café exercise: can we group symptoms and describe case presentation and treatment of mild, moderate, severe, and extreme impact? This will include small and large group discussion.
- Closure: How to keep in touch, wishes for the upcoming year.

We invite all those interested to join our SIG through the IAWBH and attend this day. We also invite all members to submit a proposal for a ½ hour presentation on diagnostic or treatment issues to Evelyn Field ([evelynfield11@gmail.com](mailto:evelynfield11@gmail.com)) and Pat Ferris ([pferris@janusassociates.ca](mailto:pferris@janusassociates.ca))

We will go for dinner later together at a restaurant to celebrate our day and we hope members will join for discussion and getting to know one another.

We look forward to seeing everyone in Bordeaux.”

Evelyn Field, Convener

Pat Ferris, Co-Convener

**Risk Management** – convenor: Dr Carlo Caponecchia

The Risk Management SIG will be holding a workshop before the conference in which we will discuss various issues in risk management of workplace bullying and harassment.

The current plans are to run the workshop in a similar manner to that held in Auckland, including:

- Brief updates from all attendees on recent developments, perspectives and views (5 min each)
- Presentation(s) of a case study from attendees
- A discussion panel at the end of the session
- We will also be talking about future activities for the SIG, and roles (such as chair and co-chair)

Those interested in attending the workshop should indicate attendance during their registration. If you have an idea for a case study or scenario that you'd like to present and discuss with the group, please get in touch with Carlo via email [carloc@unsw.edu.au](mailto:carloc@unsw.edu.au)

**PhD seminar on workplace bullying and harassment**

**in Bordeaux**

**on 5th June, 2018**

The Board of the IAWBH is proud to announce a PhD seminar to be held in connection with the 11th International Conference on Workplace Bullying and Harassment in Bordeaux, France, on the 5th. of June 2018 (venue: Pôle juridique et judiciaire, Place Pey Berland, Bordeaux). The seminar follows the tradition and success from earlier conferences in Cardiff (2010), Copenhagen (2012), Milan (2014), Auckland (2016) 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 the possibility to discuss one's own project with other PhD students and senior researchers in the field.

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 Bordeaux conference. There are no fees for the workshop; refreshments and light lunch will be provided.

Student delegates who wish to register please contact

Prof. Nikola Djurkovic [ndjurkovic@swin.edu.au](mailto:ndjurkovic@swin.edu.au)



Nikola Djurkovic

## Sponsorship to attend the 11th IAWBH Conference in Bordeaux

In 2017, and in preparation for Bordeaux, the IAWBH Board established a number of sponsorships for PhD students who may have otherwise found it difficult to attend the Conference. These sponsorships were communicated via the IAWBH Newsletter and website, and informal means/word of mouth. It is with great pleasure that I write to advise that we have had two sponsorship winners, both of whom have also had their oral presentations accepted at the conference.

- Avina Mendonca – Indian Institute of Management Ahmedabad
- Leighann Spencer – University of Liverpool Management School

Congratulations to both Avina and Leighann, we look forward to seeing you in Bordeaux!



Professor Maryam Omari  
Chair, Scholarships Committee

## From the Election committee

Dear IAWBH Member,

This year we have had sufficient candidate to fill all the available posts in IAWBH, but as only the exact number of nominations were received for the positions available, no election is necessary.

The positions filled this year are:

President: Carlo Caponecchia

Board Members: Eva Gemzøe-Mikkelsen, Stephen Teo , Neill Thompson

Election Committee: Charlotte Rayner, Mieneke Poulwelse

Audit Committee: Helge Hoel

Reserve Board members: Loic Lerouge, Iselin Reknes

With the existing Board members, we think there is a good mixture of younger and older office holders and the male-female ratio is balanced. Below are the statements that candidates made to accompany their nomination. We hope this give you a good introduction to your new Board members

Yours sincerely,

Mieneke Pouwelse and Charlotte Rayner

Carlo Caponecchia: President



I first became involved with IAWBH in 2008 at the Montreal conference. I have a background in psychology and work as an academic in human factors and safety. Briefly, this about how we design systems, including work systems, to be adapted to human needs and skills while protecting them from harm and improving overall system performance. I've been chair of the Risk Management Special Interest Group since 2012, and have been on the Board for the last 2 years. During that time I've re-vamped the look and feel of the association's website, and contributed to the many tasks that the Board undertakes to keep the Association running smoothly, and moving forward.

As President I'll be looking to consolidate and improve our use of technology and multimedia to help grow our association's membership and impact. I'm also keen to provide opportunities for members to become more involved in the Association. We have members with great skills and experience, and need to harness those in working groups or similar to advance our Association's aims.



Eva Gemzøe-Mikkelsen

I am currently Associate Professor in work and organizational psychology at Aalborg University, Denmark

I have been deeply interested in the phenomenon of workplace bullying for more than 20 years. In 2001, I defended my Ph.D. thesis on the subject – the first of its kind in Denmark. Even though my Ph.D. pointed towards a position as a researcher, I chose to postpone this to acquire practical experiences within this important field of research. However, whilst being employed as a work and organizational psychologist specializing in the prevention and management of conflicts and bullying, I continued my research activities. In 2017, I returned to academia full time and now hold a position as Associate professor in work- and organizational psychology at Aalborg University, Denmark.

My primary interest is intervention research and research into bystander behaviour. In 2013, I co-developed the bystander intervention “Intervene”, which is the main subject of my current research. Since 2003, I have co-authored several chapters in international textbooks on bullying at work. I am the principal author of a Danish textbook on bullying at work “Bullying at work – causes and solutions” published in 2007, and in 2011, I co-authored a handbook on prevention of bullying together with Professor Annie Hogh.

In 1999, I was fortunate to be included in the then small group of people, who met at various international conferences to present our research in bullying at work. As the research community grew larger and more and more researchers and practitioners attended the biannual conferences, some clever and hardworking people formed the IAWBH at the 2008 conference in Montreal. Now, a decade later, I am in awe of what the present and former boards have accomplished to develop our organization.

I have been a member of the organizing committee for the IAWBH conference in Copenhagen in 2012. In 2014, I was convenor of the SIG group meeting for organizational practitioners at the IAWBH conference in Milan, and from 2014-2017 I was a member of the IAWBH election committee.

If I am elected to the board, I see my main contribution as someone who can contribute to bridge some of the still existing gaps between researchers and practitioners.



Stephen Teo

I am currently the Associate Dean of the Management Discipline in the School of Business and Law at the Edith Cowan University in Australia. I am the Director of the Centre for Work and Organisational Performance. I have also held leadership positions as head of department, head of discipline and associate dean academic in universities in Australia and New Zealand. I have published in journals such as *Human Resource Management*, *Human Resource Management Journal*, *Journal of Vocational Behavior*, the *International Journal of Human Resource Management*, *International Business Review*, *Asia Pacific Journal of Management*, and others such as the *Journal of Advanced Nursing*. I am currently undertaking research projects on workplace ill-treatment and psychosocial safety climates and ethical leadership and change management in public sector organisations.

I have held a number of leadership positions in professional academies, including regional representative in the Australia and New Zealand Academy of Management (2005-6), conference track chairs (International Research Society of Public Management, Australia and New Zealand Academy of Management and the Asia Academy of Management), divisional co-chair and international representative (Academy of Management's Public and Nonprofit Division), and organizing committee of conferences such as the IWABH Conference in 2016 in Auckland New Zealand and the New Zealand Industrial-Organisational Psychology Conference in 2013 and 2014. I was appointed as the Chair of the Owens Scholarly Achievement Award Committee of the Society of Industrial and Organizational Psychology (SIOP, since 2016). Together with my research teams, I have guest edited several special issues on topics relating to workplace bullying and organizational change, including:

- "The impact of organisational change on public sector employee outcomes", *Australian Journal of Public Administration* (2018)
- "Public sector work and workplace ill treatment", *Public Money & Management* (2017)
- "Organizational change and public sector work", *Journal of Organizational Change Management* (2015)
- "Workplace aggression and leadership in the public sector", *International Journal of Public Sector Management* (2016)
- "Retention, burnout and the future of nursing", *Journal of Advanced Nursing* (2013)

I am passionate about learning and teaching, in particular the use of group assessment in the diverse, multicultural classroom. I am appointed as a research mentor by the Australia and New Zealand Academy of Management (since 2015).

If elected, I hope to bring my international academic experience in the Asia Pacific region, and mentoring and developing early career researchers on research and teaching in Human Resource Management and Organisational Behavior.



Neill Thompson

I am a Chartered Occupational Psychologist and Senior Lecturer employed at Northumbria University, based in Newcastle in the north east of the UK. Here I lead an MSc in Occupational and Organisational Psychology programme and teach on topics such as employee selection, social psychology and qualitative research methods. I began my interest in workplace bullying as a human resources practitioner, through involvement in investigations and training, and then as I trained to be an occupational psychologist I started to engage in the academic literature and decided to undertake research in the area.

My bullying research is concentrated on two streams of activity.

intervention work and strategies to tackle bullying. This has involved some smaller scale case studies, quasi-experimental designs and a systematic review. I have been lucky enough to collaborate with Professor Jan Illing and Dr Madeline Carter at Newcastle University for a number of years and more recently with DRAWING, which are another emerging UK group focused on interventions.

using qualitative methods and increased application in bullying research. I have completed studies that have used semi-structured interview methodologies and my current research projects are around the use of naturalistic data and discursive approaches.

I am married to Dr Emily Thompson a clinical child psychologist and we have a 3 ½ year old called Sam (with another on the way). One of the best features of my work is the support and flexibility it offers to ensure family time can always remain the priority. I am also extremely fortunate to work with great colleagues in a subject area I am passionate about.

I have been a member of the IAWBH since 2010 and attended my first annual conference that year in Cardiff. Since then I have had the pleasure of presenting at the Copenhagen conference, attend a NIVA course run by IAWBH members, as well as more recently attend the 2017 summer school in Huddersfield, UK. I am really looking forward to Bordeaux this year!

My interest in becoming a member of the IAWBH board is to seek more of an opportunity to contribute further to the success of the association. I am particularly interested in pursuing how we can grow, collate, share and disseminate knowledge and evidence (academic and practitioner) from across the association to allow us to learn collectively and guide future developments.

## IAWBH Master Class (Previously known as Summer School)

### -Call for Proposals

The International Association on Workplace Bullying and Harassment (IAWBH) aims to facilitate research and practice in the field of workplace bullying and harassment. This is reflected in our biennial conference that brings together many academics and practitioners to share their knowledge about this important topic. A further aim of the association is to support initiatives that contribute to the dissemination of knowledge and better practices in the field.

In this respect, the IAWBH now offers its members the opportunity to apply for funding to organize a ***Master Class a small-scale research or practice-oriented meeting with the explicit aim of stimulating knowledge regarding important aspects in the domain of workplace bullying and harassment.*** The Master Class is purposefully aimed at 'growth' and is not profit-oriented. It will focus on a particular topic that stimulates more challenging research (for example, new statistical techniques or complex research designs), furthers good practices (for example, conflict management techniques or reintegration of victims) or both. It aims to stimulate contact between IAWBH members and bullying researchers/practitioners from all over the world to enhance the broader network for individual researchers or practitioners. As part of its commitment, the IAWBH will provide a **sponsorship of GBP 3,000.**

Are you interested in organizing such a Master Class in 2019? Please submit your proposal to the IAWBH board (Masterclass@iawbh.org) before the **first of August 2018.**

The proposal should contain the following aspects:

- Title for the Master Class
- Brief description of the Master Class (300 words max)
- An explanation of why this Master Class will facilitate the development of the workplace bullying and harassment field (300 words max)
- Proposed dates, host institution and venue
- Contact person
- Brief bio of key people involved in the delivery of the Master Class (50 words max per individual)
- A budget
- Names of at least 8 current IAWBH members willing to participate
- Tentative programme.

Application guidelines:

- The application must be submitted by a current IAWBH member
- The Master Class will consist of 1-3 days usually during the period of June to September.
- The Master Class will focus on a specific research or practice technique that advances the workplace bullying and harassment field.
- There is written consent from at least 8 current members that they will participate. These participants should preferably come from a variety of (at least 3) countries.
- The Master Class is organized by the local organizers. All aspects of organizing the Master Class are the responsibility of the local organizers.
- The Master Class should aim to budget for break-even. The IAWBH will not be responsible for financially underwriting the Master Class beyond the sponsorship of GDP 3,000.
- Should the Master Class return a surplus, the local organizers agree to return that surplus to the IAWBH Board up to a maximum of GDP 3,000.
- Participation is open to all IAWBH members, yet also to non-members. The local organizers will make provision for non-members to join the IAWBH.
- The Master Class should run at the lowest possible costs to the participants; IAWBH members will pay a reduced fee, non-members will pay a reasonable full fee.

Selection criteria for submissions will be evaluated by the IAWBH board on the basis of the degree to which the Board believes that:

- The proposal is full and complete in regard to the information required as described in this call
- The proposal stimulates growth within our field, from an academic and/or practical perspective
- The initiative is not related to commercial activities. It is non-profit in nature
- The degree of interest from international IAWBH members in attending the Master Class

**The IAWBH Board decision will be announced by the 30th of November 2018.**

For further information and a background document, please contact:  
Masterclass@iawbh.org.

### **Additional Information for Applicants**

- A detailed and accurate final set of accounts must be submitted to the IAWBH Board within one month of the conclusion of the Master Class. The accounts will be signed and certified by two members of the local organizing committee.
- Subject to the approval of the Master Class accounts, the IAWB Board will release the sponsorship payment of GDP 3,000.
- This payment will be less any surplus reported in the accounts to the maximum of GDP 3,000.
- The applicants agree to secure permission from participant to supply media (photo/video) from the Master Class for the IAWBH website and other IAWBH controlled fora.
- The local organizers agree to supply a report on the Master Class for the next IAWBH newsletter.
- Applicants are reminded of the purpose of the IAWBH—which is follows ...

### **Purpose of the IAWBH (<https://iawbh.org/Purpose-IAWBH>)**

*(Excerpted from Minutes of Board Meeting, Oslo, 23 – 24 May 2015)*

The IAWBH has been an Association since 2008, and over that time we have had a number of conferences and there have been many thoughts on the direction that we should take. There have been occasions also when the Board has been asked to make public statements on various issues.

*The purpose of the IAWBH is to stimulate, generate, integrate and disseminate research and evidence based practice in the field of workplace bullying and harassment, and to promote fairness, justice and dignity at work for all.*

We are not a certifying professional association. This means that we do not evaluate the work of our membership, or develop standards of practice, or subject membership to disciplinary action. We are also not an advocacy group. Because of the diversity of our membership across many languages, countries and cultures, it is unlikely we will ever be able to speak with a single voice.

As such, it is not within our aims to comment on specific individuals, organizations or issues.

Therefore, should members consider that specific issues need comment, they are welcome to comment on their own behalf, but not on behalf of the Association or of an IAWBH SIG.

Members are however welcome to raise issues within the LinkedIn forum or the IAWBH website which stimulates thoughts for debate and/or future research.

IAWBH Board March 2018.

## New multimedia content for members

Members may have noticed some new materials available to them on the IAWBH website. Our first multimedia material is a recording of a seminar held in at the [ECU School of Business and Law](#) Flashlight Series in Perth, Western Australia. It includes talks from Prof Stephen Teo and Prof Tim Bentley on “Promoting health and productive work in the workplace of the future”.

A big thanks to Maryam Omari and the staff at Edith Cowan University School of Business and Law for making this material available to us.

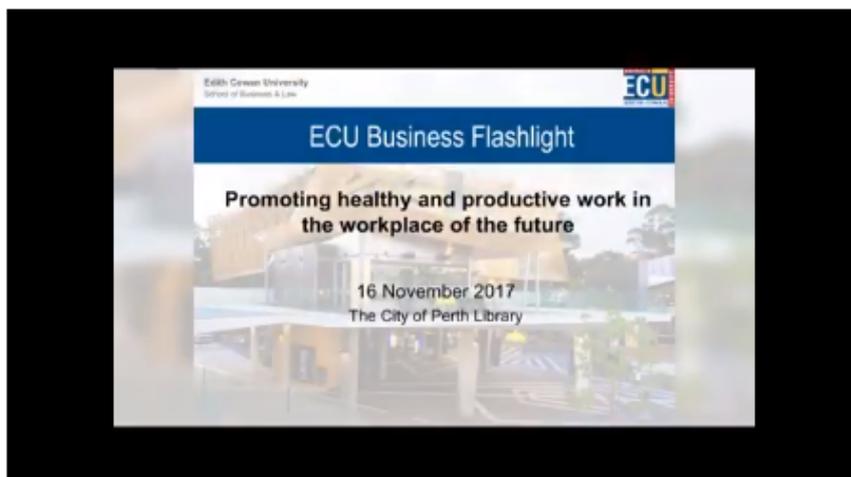
To access the video, you need to be a financial member, and you need to log into the IAWBH website. From there, go to the member area, and click on “multimedia” or click on [this link](#).

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## IAWBH MEMBERS' PREMIUM CONTENT

We're pleased to provide members access this video of a recent seminar that took place at Edith Cowan University (ECU) in Perth, Western Australia. This was part of the *ECU School of Business and Law* Flashlight series, entitled "Promoting healthy and productive work in the workplace of the future" and features talks from Prof Tim Bentley, Prof Stephen Teo, and Pearl Proud.

A big thank you to Prof Maryam Omari and the staff at ECU for making this session available to IAWBH members.



## Methodology Matters

### Using survey and case studies in workplace bullying research

In this column we ask one of our members to describe an interesting methodology or approach to analysis that was important to answering a particular research question. This time the Board invited: Margaret Hodgins from the National University of Ireland Galway discussing "Using survey and case studies in workplace bullying research".



Margaret Hodgins

### Introduction

Dr. Margaret Hodgins works in at the National University of Ireland, Galway. She is a Lecturer and also a Principal Investigator with the Health Promotion Research Centre (HPRC). She is author of "Promoting Health and Well-Being in the Workplace; Beyond the Statutory Imperative" with Professor Paul Fleming and John Griffiths. Dr Hodgins worked with researchers Dr Lisa Pursell and Dr Victoria Hogan in the HPRC, Dr Patricia Mannix McNamara and Dr Sarah Mac Curtain in the University of Limerick, and Professor Duncan Lewis in Plymouth University, on the Irish Workplace Behaviour Study.

Health Promotion, although widely perceived to focus on facilitating lifestyle change (eating healthy food, running, walking, doing press ups etc.,) is in fact a much broader canvas. At the HPRC we ground our work in the World Health Organisation position on Health Promotion, which moves beyond a focus on individual behavior and aims to address wider social and environmental conditions as they impact of health. As such, the workplace is not just a location for health promotion activities, but is a determinant of health in itself. This is clearly exemplified in relation to bullying and harassment. The negative impacts on health and well-being are well documented, as are the associations with aspects of the work environment, and this is the basis of our work in this area.

### What was the question you had to answer?

We set out to establish the prevalence of negative acts or ill treatment in the workplace in a nationally representative sample of Irish employees, including comparing prevalence across various sub groups within the working population. We also aimed to explore the relationship between experience of ill treatment and risk factors for workplace stress. We also explored the experience of workers in a number of organisations within key sectors where ill treatment is particularly prevalent, in order to inform meaningful and workable solutions.

### **What were important factors in your research design? What other methods did you consider using, and why did you choose a survey and case studies?**

We replicated the British Workplace Behaviour Study, conducted on a representative UK sample in 2007/08, and therefore did not deviate from their methodology. We chose the BWBS for the following reasons;

- We hoped door-to-door interviews would potentially yield a truer estimate of ill treatment, as people are able to answer without identifying their place of work.
- We favoured the broader descriptor 'ill treatment' and a behavioural checklist measure due to difficulties with the word bullying and the potential psychological defenses it could evoke. Previous Irish studies had employed self-labeling methods. We did however report at the 'two items weekly' level to permit comparisons with other studies that have employed this as an indicator of bullying.
- The BWBS instrument had undergone cognitive testing, and was a modified version of the NAQ-R.
- The BWBS included witness and perpetration, which we considered to be an important contribution to the field.
- We were particularly interested in the association the UK study had found with work environment and sought to see if these associations were also present in an Irish sample. However we also included items that measure the predictors of work related stress, based on the UK Management Standards Indicator tool.

Finally, the inclusion of a qualitative element appealed to us as we hoped to explore the experience of employees on the ground and in particular the implementation of policy. The practicality of working with our neighbours was also a consideration!

### **What were the advantages and disadvantages of such a study design?**

A clear advantage was the robustness of the sampling and data collection techniques, which engendered confidence in our results. We were assisted by a Market Research company and a sampling expert, who used the national GeoDirectoy, and a multi-stage process to obtain the sample. We obtained a 74% response rate for the survey and when we compared the sample to national QNHS figures we could see that the sample profile was very close; 51.5% males and 48.5% females, predominantly Christian (84%) and of white ethnicity (89%). The advantage of the qualitative element was to facilitate an in-depth understanding

of the issues faced for employees in relation to policy implementation. A challenge however was recruiting organisations to participate and in this we found having a statutory agency on the steering group of benefit.

### **What would you do differently next time if using naturalistic data collection?**

We would probably start earlier with the recruitment of workplaces into the qualitative study and aim to have greater collaboration with practitioners who could offer a follow-through service. We did offer follow-through but our resources were limited and organisations were not highly motivated to take this up. It could be good for example, to offer the services of an external expert (ie a practitioner) to act as support workers for a year after data collection, so effectively the entry to the company was a win-win arrangement and could potentially improve health and well being as a result of engagement with a research project. This is something that founding agencies could consider, perhaps through stipulating a collaboration with practitioners.

### **How has your research question been answered?**

We established prevalences as in the table below.

The qualitative data emphasized the importance of robust policy, and policy implementation, the role of the manager and the need for training and support, the importance of context and culture.

More detailed results and full report can be found at <http://www.nuigalway.ie/iwbs/>  
To view the guidance published by the funding agency IOSH, visit:  
[www.iosh.co.uk/workplacebehaviour](http://www.iosh.co.uk/workplacebehaviour)

Factor/ Indicator	Description	Experienced	Witnessed	Perpetrated
<b>Unreasonable management</b>	Report of at least one of the 8 items within this factor	36.7%	42%	14%
<b>Incivility or disrespect</b>	Report of at least one of the 11 items within this factor	31.5%	38%	9.5%
<b>Physical violence or injury</b>	Report of at least one of the 2 items within this factor	2.6%	5%	0.6%
<b>At least one item</b>	Report of at least one of all 21 items	43%	48%	17%
<b>At least 2 items weekly</b>	Reported at least 2 weekly derived from responses to Q1 and confirmed at Q4 34	9%	-	-
<b>At least 2 items daily</b>	Reported at least 2 daily derived from responses to Q1 and confirmed at Q4	2%	-	-

## The 3 most influential works

In this column members of IAWBH may present the three works that influenced them the most. After presenting these works the member may pick up another member from the membership list (they don't know too well and who is working in another field of bullying) for the 'The 3 most influential works column' in the next newsletter. Muhonen from Sweden who presented the 3 most influential works in the last newsletter chose Michelle Tuckey from Australia for this column in the current newsletter.



### Introduction

I work as an academic, currently Associate Professor of Psychology at the University of South Australia. I am interested in understanding the processes involved in bullying at work and using this knowledge to advance the risk management of bullying as a work health and safety hazard. My current emphasis is on developing evidence-informed solutions and practical tools that can be used widely to prevent bullying in organisations.

For my three most influential works, I have chosen the book that was my 'go to' resource during my early years conducting research in this field, the first meta-analysis on the topic that really caught my attention, and a standout journal article that impressed on me a simple but powerful model for thinking about the core ingredients in bullying situations.

1. Einarsen, S., Hoel, H., Zapf, D., & Cooper C. (Eds.) (2003). *Bullying and Emotional Abuse in the Workplace: International Perspectives in Research and Practice*. London: Taylor & Francis.
2. Bowling, N. A., and Beehr, T. A. (2006). Workplace harassment from the victim's perspective: A theoretical model and meta-analysis. *Journal of Applied Psychology, 91*, 998-1012.
3. Salin, D. (2003). Ways of explaining workplace bullying: A review of enabling, motivating and precipitating structures and processes in the work environment. *Human Relations, 56*, 213-1232.

### Work 1: Bullying and Emotional Abuse in the Workplace: International Perspectives in Research and Practice

In my early years researching in this field I viewed this collection of chapters – edited by notable leaders in the field Ståle Einarsen, Helga Hoel, Dieter Zapf, and Cary Cooper – as the guidebook for workplace bullying research.

While I had a good understanding of those aspects of the field connected to my own research, for me this book was a 'go to' resource when I wanted to get a comprehensive overview on any strand of research on workplace bullying and harassment with which I was less familiar. I still consult the second edition from time-to-time, and look forward to the next edition.

**Work 2:** Workplace harassment from the victim's perspective: A theoretical model and meta-analysis

This meta-analysis, focussed on generalized workplace harassment (of which workplace bullying was treated as one sub-concept), was the first meta-analysis on the topic that caught my attention. I found it very useful to have a reliable and convincing quantitative evidence summary regarding the antecedents of workplace bullying. An influential message, for me, from this journal article was that even though bullying is a complex multi-causal phenomenon, the way in which work is designed and the context in which jobs are embedded together play a major role in the likelihood that a worker will feel mistreated at work.

**Work 3:** Ways of explaining workplace bullying: A review of enabling, motivating and precipitating structures and processes in the work environment

Convinced that work and organizational factors play a major role in bullying, this article by Denise Salin presented a parsimonious and compelling way of understanding how these factors combine in bullying situations. Essentially, underpinning workplace bullying is fertile soil that enables the behaviour, a motivation that rewards the behaviour, and a trigger that precipitates it. These three categories represent a useful lens to analyse the situational and environmental dynamics involved in bullying, theoretically and practically.

You may pick another member from the membership list for the 'My 3 most influential works... column' in the next newsletter. Who do you choose?

I choose Stefan Blomberg at the Department of Occupational and Environmental Medicine in Sweden.

*Thank you very much Michelle Tuckey,  
for sharing with us the 3 works that influenced you the most*

## ILO International Labour Standard

Ivan Williams Jimenez

**Why we should be encouraging the ILO international labour standard Ending violence and harassment against women and men in the world of work.**

According to the ILO (International Labour Organization) violence and harassment "is a human rights issue and affects workplace relations, worker engagement, safety, health, productivity, quality of public and private services, and enterprise reputation".

As a scholar I've been taught that the law is only as good as our ability to make the most of it, surprisingly there is currently no internationally agreed law that deals with the many different forms of gender-based violence in the workplace.



Slowly social norms have started to change, and as researchers there's a big piece for us in learning from the past, some examples such as the marginalisation of domestic violence, how sexual harassment was addressed in the workplace, or more recently how new forms of violence (online harassment or cyberbullying) are trivialised are just some examples of what happens when behaviours or attitudes aren't being challenged, they can be seen as part of the job. A brand new legislative standard represents such a great opportunity not only to articulate legislation but to aware and educate the society, by transforming complex terminology in this

area to something more of a public domain that will help to become part of the public debate rather than the technical or scientific arena.

This legislative reform is on its way and it can help challenging the legal status quo for work-related violence and harassment. The ILO is initiating a process for a labour standard Ending violence and harassment against women and men in the world of work. This legislation can imply changing "how things are and how they've always been done here". If we add to this equation the fact that media driven cases and movements such as #MeToo #TimesUp can be catalysts to articulate regulation, policy tools and further research, we can then have the "perfect storm" scenario for driving change in this area.

The standard might help to protect traditionally neglected professions or sectors:

- Collectives such as women, LGBTI workers, indigenous and migrant workers, workers living with HIV/AIDS and disabilities.
- Workers in informal, precarious and non-standard forms of employment and workers who cannot effectively exercise their rights to freedom of association and collective bargaining who are also likely to be more at risk of violence and harassment.
- Women linked to job insecurity (casual or zero hours) with minimal employment rights represent one of the most vulnerable groups.
- Domestic and sex workers also have a higher exposure to violence.
- Professions with exposure to online environments (journalists, bloggers...)
- “Out of sight” sectors where workers lack of standardised employment relations (e.g agricultural and farming sector)
- Supply chain workers.

If approved an ILO Convention and Recommendation would send a strong message that violence is not part of the job any more.

This article advocates for an expansive definition of violence and harassment in the world of work, it also highlights the importance of law as the right mechanism to change the social norms or the way the general public understand the issue.

It is without any doubt that new risks are arising in the context of a more globalised world of work. Industrial relations are evolving within the context of not only new risks but the increase of harm of the traditional ones; new forms of work emerge so dramatically that inevitably our laws and policies are struggling to keep pace in this environment.

It's not only about keeping pace with current challenges but having the right policy frameworks capable of transforming cultural behaviours or social attitudes, by encouraging a change in perceptions policymakers are not only implementing laws but educating society on increasing social problems that otherwise can become endemic. Finally keeping pace with technology changes increases the responsiveness of regulatory frameworks, something crucial to promoting effective regulation in the complex field of work-related violence and harassment.

What is new in the content of this standard is that it encourages a more inclusive design in its inception by being more mindful of the gender aspect and more realistic to current working environments.

Working environments are now more open-minded in considering the way society and labour markets are evolving. The same is happening with the legal terminology associated with workplaces. Definitions are being expanded from the traditional definition of workplace linked to a physical working environment, to a model that covers multiple protected settings—a term created by professor Mary Anne Franks for sexual harassment, where the harassing activity can happen both in their traditional workplace, in online environments or in one's personal life.

On the other hand the standard is not only widening the scope of violence and harassment (including new forms) but more is gender minded as one of the increasing challenges in the field of new forms of violence is gender-based violence. GBV in the world of work can be manifested through the following actions:

- Physical abuse, economic abuse
- Sexual violence and sexual harassment
- Verbal and sexist abuse
- Bullying and stalking
- Psychological abuse, intimidation and threats of violence

The time is now for an effective recognition of these risks.

**Ivan Williams Jimenez**

PhD researcher student at UC3M Universidad Carlos III de Madrid  
Research advisor at IOSH Institution of Occupational Safety and Health

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## Special Issue on Workplace Bullying



Special Issue on Workplace Bullying in *Qualitative Research in Organizations and Management: An International Journal* (<http://www.emeraldinsight.com/loi/qrom> - Volume 13, Issue 1, 2018).

**Contributor: Ernesto Noronha**

The March 2018 issue of *Qualitative Research in Organizations and Management: An International Journal* is a special issue titled **Power, subjectivity and context in workplace bullying, emotional abuse and harassment: Insights from postpositivism** co-edited by Premilla D'Cruz, Ernesto Noronha and Pamela Lutgen-Sandvik. The special issue points out that power, subjectivity and context are key features of workplace bullying, emotional abuse and harassment and understanding these three dimensions is essential to the design and implementation of effective interventions. Engaging postpositivism aids the endeavour as this paradigm privileges the socially constructed nature of reality and captures intricate, complicated, shifting and paradoxical dynamics in a holistic manner. The special issue carries five papers whose thematic focus includes teasing, upwards bullying, coping, complaints and redress procedures and marital repercussions. A geographic spread of Denmark, Australia, India, Ireland and Brazil covers four continents while the postpositivist traditions espoused span interpretivism, critical perspectives and systems thinking. Methodologically, ethnography, critical hermeneutic phenomenology and phenomenology are showcased. Data collection was completed through various methods such as participant observation, in-depth/conversational/semi-structured interviews of a face-to-face or telephonic nature, focus groups and genograms. Below is a brief glimpse of each paper.

Mille Mortensen and Charlotte Andreas Baart's contribution explores the interplay of organizational humorous teasing and workplace bullying in hospital work life. They illustrate how workplace bullying can emerge from doctors' and nurses' experience of what initially appears as "innocent" humorous interactions and yet holds implications for power and status at work.

Eileen Patterson, Sara Branch, Michelle Barker and Sheryl Ramsay report a study examining the use of power in cases of upwards bullying and suggest that a “power cycle” exists in upwards bullying episodes. This cycle evidences a decrease or a loss of a manager’s legitimate power, alongside a lack of organizational support and staff members’ perceptions of illegitimacy.

Premilla D’Cruz and Ernesto Noronha who explore targets’ coping with abuse on online labour markets show the link between micro-level schema and macro-level ideologies which have implications for targets’ actual and potential pathways to power and control and striving for well-being. The authors compare cyberbullying across conventional and digital workplaces.

Patricia Mannix-McNamara, Kathleen Fitzpatrick, Sarah MacCurtain and Michael O’Brien describe the complexities around targets’ redress seeking, highlighting that no participant in their study reported satisfaction with the outcome but, on the contrary, detailed further upset and acceptance that redress would not be forthcoming. Targets’ agency led to encounters with cultures of collusion.

Priscila Gasperin Pellegrini, Julia Goncalves and Suzana da Rosa Tolfo’s inquiry indicates that the experience of workplace bullying by one spouse influenced the marital relationship, leading to periods of estrangement, conflicts and changes in sexual behaviour, followed by reconciliation. Even so, the marital relationship served as a means of protection against workplace bullying.

**Beyond Bullying: *Prevention, Intervention, Postvention.***  
**New Zealand Bullying Prevention Conference, 18—19 May, 2018**

We are delighted to announce the Bullying Prevention Conference in May 2018. As IAWBH members in Aotearoa New Zealand will know, this country sadly has a high rate of bullying both in our schools and the workplace. The Conference stands for stakeholder engagement and a unified response and action to take us beyond bullying. Conference partners and stakeholders whose logos appear below come from a range of professions. The venue is Auckland's Sky City Convention Centre.

Our Conference Director Warwick Pudney, well known in the non-violence field of practice and research, is Postgraduate Programme Leader - Violence and Trauma Studies at AUT.



This is the first conference of its kind in New Zealand, and is an opportunity for stakeholders to have one voice and unified response to acts of bullying. We extend an invitation to you and your organisation to be part of this unique initiative by endorsing, partnering, sponsoring or any other response of your choice. The conference will be unlike any other conference because of its emphasis and focus on interdisciplinary, multi-professional and a broad-based integrated approach. The uniting concern is bullying, and our shared interest is to address bullying concerns with one voice and a unified response.

Conference content will be delivered through symposium sessions that highlight the voices of targets and witnesses of bullying; workshops; and keynote speakers.

*(note from IAWBH: Due to illness this newsletter did not appear in time for workshop applications to be met; However, the conference information may be of interest to members)*

Contact the conference organisers on 0800 142 290,

email [conference@bullyingprevention.help](mailto:conference@bullyingprevention.help)

Facebook: <https://www.facebook.com/bullyingprevention.help>

## Beyond symptoms - Ethical considerations

By Christiane Kreitlow

Working with victims of bullying and harassment at work in therapy gives various insights into the intricacy of such violence and its detrimental consequences for health.

The latter, we know, draw a wide picture of diverse physical and psychic symptoms affecting the victims and their life. Actually the suffering is not circumscribed but rather invading. Basic constitutive elements that found personality's characteristics and ways of being are undermined going along with doubts about meaning and purpose of life and about possible trust in the others and in the world. Looking beyond the symptoms we realise the extent of the damages. They gain the victim's whole living space, affecting substantial functions of being, like needs, power and abilities.



Christiane Kreitlow

The definition of bullying at work and especially the one of harassment at work does perfectly right when talking about deleterious offenses against personality, against dignity and physical and psychological integrity.

Accordingly, the issue of dignity, further of the victim's dignity, gives reason to examine the subject matter and the diverse effects on the individual. Dignity, we understand is inseparable of the ethical field.

Indeed, where meaning, purposes and trust are at stake and manifestly weakened or lost, where also needs, power and abilities are at stake, losing visibly their expressive force, there the talk is about ethical concern.

In all, those features have ethical equivalences.

From the positive perspective, we note that the ethical concern, rather active, roots in similar ethical premises.

Briefly said, the origin lies first in the utmost humaneness, or in the humanity of the person and thus of the victim. Humanity then, although a concept, does nevertheless not exist without referring to active properties.

Also we summarize, “being able”, being endowed with capacities and moral agency stand for ethical qualities that confer the status of being an ethical/moral human being having the right to respect. Only, one-step further and dignity serves its purpose. Namely it is the purpose of dignity (although the definition varies a lot) to provide universal meaning of humanity, of right and of protection involving each person, expressly the victim, by linking the particular to the universal. Dignity is an ethical/moral concept, not yet less a principle, whose practical implementation means respect!

**Conclusion:** a victim of bullying at work is an employee, is a social member, is a citizen, is a person and first and last (at the “end”) is a human being. The latter also has right to recognition and concerning.

As we know the bully doesn’t care for respect, for dignity and for humanity, nor does s/he even take into consideration rights and laws or moral/social principles and rules. Hence remains the fact that the bullying process abuses ethical conditions and their practical implementation: those of the working community when they exist, and particularly those, which distinguish the proper identity of the target person. It is here hardly a question of external moral/ethical standards established by managers. The matter, we refer to, lies more “beyond” it. Actually, we better say, it concerns ethical essentialities that are more intrinsic. They are intrinsic, singular and yet universal, to each and all human being, member of the community of mankind.

In the paper *'Harassment and Bullying at Work Beyond Symptoms – Ethical Considerations'* presented at the IAWBH Summer school in Calgary 2015 we examined these points mainly from the perspective of the victim and the harms she/he experienced.

The approach goes through some ethical concepts and basic ideas as well as through their concrete meaning and practical implementations, whether present or absent. We therefore refer to philosophical considerations and researches, named and cited, illustrating by this way the specific prejudices that the victim experiences in her/his ethical being.

## #MeToo - Answering the Questions

Tarana Burke started the #MeToo movement in 2006, the result of Ms Burke's inability to share her own pain when a girl disclosed sexual assault from her step-father to Ms Burke. Others added their experiences over the years, and then in October 2017 Ms Burke's movement was adopted and hashtagged on Twitter by actress Alyssa Milano. From here it took on a life of its own. Within a week, the slogan #meToo had been used 12 million times, and within a fortnight it had reached 85 different countries. Women, and some men shared their experiences of being sexually assaulted, ranging from sexual comments, to being inappropriately touched to rape. Pain after pain was shared in a maelstrom of tweets.

I am intrigued about a number of things arising from this phenomenon, and look forward to the research on it. Some of it will be quantitative, but from my perspective, the more interesting elements will be qualitative.

### **I'd be interested in answers to questions like:**

#### ***Who is disclosing their experiences?***

- \* How many have disclosed their experiences?
- \* How many women disclosed information and how many men?
- \* What were their ages at the time of the event(s) and their ages now?

#### ***What is the context for these experiences?***

- \* What countries have the disclosures come from, and in what numbers?
- \* What relationships have been identified? Work? Familial? School? Social?
- \* For work-related matters what industries have predominated (if any)?

#### ***What is the nature of these experiences?***

- \* What was the nature of their disclosures?
- \* How many revealed behaviours of a criminal nature?

#### ***What has been their response to the experiences?***

- \* What was the impact of the harassment or assault on the women and men disclosing?
- \* Was there a difference in the way women or men responded?
- \* Was there a difference in the way people from different ethnic groups, cultures or religions responded?

- \* How many identified that they had been able to take action to address the behaviour in relation to the perpetrator?
- \* How long had people waited until they felt enabled to disclose in a public, but anonymous, forum?
- \* Had any of them been able to share with anyone else before then?

***What has been the impact of publicly disclosing their experience?***

- \* Has disclosing publicly had any different impact from disclosing to others?
- \* Has this prompted them to take any actions to either care for themselves or address the issue with the person who carried out the harassment or assault?
- \* Is disclosing sufficient for the discloser to heal, or to begin healing?
- \* Will this encourage more to come forward?

A recent CNN interview with Jennifer Lawrence raised an interesting, and unintended consequence of #MeToo. When Christine Amanpour asked Lawrence (a strong advocate for the #MeToo movement) whether she was "a #MeToo" Lawrence hesitated for a significant time, before responding that although she had been in situations where she felt she couldn't do anything about it (for example, Directors sitting close to her and putting their hands on her thighs, where she felt unable to move away or say anything) she felt that she couldn't say she was "a #MeToo" having read of the pain and awful experiences of others. The bar was, in effect, too high for her to be a #MeToo in her mind. So this begs another question:

- \* Has this made it **more** difficult for some to disclose?

Of course the sociological impact will be intriguing too. Google and FaceBook have already instituted the "one strike" policy whereby employees may ask another employee out on a date – but if the answer is 'no' then another request could lead to disciplinary action. Will this create a revolution in the way that organisations monitor workplace relationships? Will we become too wary to approach others? Will this mean that electronic means of forming relationships will become the only way? Will it/has it created divisions between men and women? There is data that Sheryl Sandberg refers to, saying that men won't take meetings alone with women any more. What is the impact on this for women in the business world in the future? Is this an insult to men to say that the only solution for them to be safe from allegations of sexual harassment is separation from women?

As a practitioner, I am also interested in knowing how other practitioners are being impacted by this movement. Have more people come forward to counsellors and therapists? Have more organisations created or updated policies in the area? Have they decided to undertake training on the issues? Create more robust procedures? Have people conflated sexual with sexist behaviours?

So many questions! I look forward to hearing that others are working to answer them.

Shayne Mathieson



## Who is... column

*In this column members of IAWBH may present 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.*

*This time the Board invited Madeline Carter from the UK as the member to*



Madeline Carter

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

I live in Newcastle, a friendly city in North East England. It's close to the beautiful Northumberland coastline, studded with castles and ruins, as well as some lovely Victorian parks, which keep me and my family (including two young, energetic boys) happy on weekends. When I can, I love to travel further afield to visit new places.

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

In 2008 I joined a medical education research team and at the time there was increasing interest in workplace bullying in UK healthcare (the National Health Service, or NHS). I led a research project investigating the prevalence and impact of bullying in the NHS, as well as barriers to reporting bullying. Interviews with targets and bystanders made me acutely aware of the profound negative

effects of workplace bullying, which extend into every part of an individual's life. I was also struck by the frequent lack of action in response to reports of bullying.

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

Following some early research in the 1990s (for example, by Charlotte Rayner, Duncan Lewis and trade unions), Helge Hoel and Cary Cooper published the first nationwide study on workplace bullying across multiple UK industries in 2000. Despite the large body of evidence on the negative impact of workplace bullying, there is no specific legislation on this issue in the UK. Individuals can use elements of the Equality Act (if the claim relates to discrimination on the grounds of 'protected characteristics' including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex,

and sexual orientation), as well as legislation related to harassment (which does have a legal definition in the UK).

In the UK, many large employers have a bullying policy which typically describes options for informal and formal action. However, in practice in healthcare (where I have conducted research), staff express scepticism and a lack of trust regarding how the policy is interpreted and applied.

As in other countries, UK researchers and practitioners from several disciplines are investigating workplace bullying (e.g., psychology, sociology, business and management, law, counselling, health). These multiple perspectives should help us to develop a better understanding of this complex phenomenon.

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

Currently, I'm a Senior Research Associate in the School of Medical Education at Newcastle University, but in April I'll be starting a new position as Senior Lecturer in Psychology at Northumbria University. I'm an organisational psychologist, so I'm excited to return to my original discipline. I'll also be joining my colleague and collaborator at Northumbria, Neill Thompson.

My research has focused on workplace bullying in UK healthcare (NHS). As the world's fifth largest employer, the NHS is a fascinating collection of organisations, typically staffed by dedicated, hardworking individuals. However, it's also under considerable pressure as it is underfunded, short-staffed and subject to frequent policy changes. Bullying is a persistent problem in the NHS, with around

24% staff stating that they have been bullied by other staff in the last 12 months (NHS staff survey, 2016), but there is increasing attention on the need to reduce bullying for the sake of individuals, organisations and patients.

Following on from several studies focused on prevalence and impact, I've enjoyed evaluating interventions for different groups of healthcare staff and, more recently, for trainee doctors. I'm currently developing a collaborative project on interventions to reduce negative behaviours and enhance feedback in surgical training. Other related research themes include training and learning, professionalism, selection, personality and performance.

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

When presenting research findings on the prevalence and impact of bullying to organisations, the natural next question is 'what can we do about it?' I was involved in a realist review on how to prevent and manage bullying and, at the time, there was little strong evidence in the published literature. In the future, I would like to develop the evidence base on workplace bullying interventions as there is a real need for robust research in this area. I'd love to team up with practitioners to gather and share more evidence on what works, in what contexts, and how. I also think that developing a better understanding of the role of bystanders is an important avenue for future research.

You may pick another member from the membership list for the 'Who is...? column' in the next newsletter. Who do you choose and what is your question for the member?

I choose Dr Kate Blackwood  
(Massey University)

*My question for Kate:*

You have published some fascinating research on tailoring intervention strategies according to context. Overall, what do you think are the most promising strategies to prevent and manage bullying?

## New members

At the moment the IAWBH consists of 290 members from all over the world.

A warm welcome to our 37 new members:

- Carol Agocs, Western University, Canada
- M. Roser, Andreu Campdepadrós, GC, Spain
- Rachel Cox, Université du Québec à Montréal, Canada
- Sabrina Deutsch Salamon, York University, Canada
- Patricia Ximena Díaz, Centro de Estudios de la Mujer, Chile
- Natalia D'Souza, Massey University, New Zealand
- Mary Essiaw, University of Professional Studies, Accra, Ghana
- Kirsty Ferguson, Ferguson Partners, New Zealand
- Mateusz Gajda, Faculty of Law and Administration University of Lodz, Poland
- Martin Goodman, University of Leeds, United Kingdom
- Cathleen Gould, Rush University Medical Center, USA
- Jan Gregersen, p.t. NONE, Norway
- Burcu Güneri Çangarli, Izmir University of Economics, Turkey
- Richard Kasperczyk, RTK People Strategies, Australia
- Denise Koster, Koster Consulting & Associates, Canada
- Marc Loriol, CNRS IDHES Université Paris 1, France
- Linda Lovett-Darby, Poole Hospital NHS Foundation trust, UK
- Susanna Lundell, University of Turku, Suomi
- Anastassia Markova, University of Quebec in Outaouais, Canada
- Sylvie Matteau, Boss Whispering Institute of Canada, Canada

- Hazel Mawdsley, University of South Wales, UK
- Darcy McCormack, St Mary's College, Univeristy of Melbourne, Australia
- Maree Mcleay, Consultant The Art and Science of Well-being. JADIV ` Ltd, New Zealand
- Mona O'Moore, Anti-bullying Centre, Dublin City University, Ireland
- Ganesh Paramasivam, IIT Hyderabad, India
- Pierre Parent, House of Commons of Canada, Canada
- Pamela Raphael, Help Within Reach, United States
- Dominique Ravis-Layly, STAS, FRANCE
- Sandra Roodenburg, Inspectorate of Social Affairs, Netherlands
- Guillermo Santana MacKinlay, INTA, Argentina
- Kwan Sharon Sam Mee, University Malaysia Sabah, Malaysia
- Midori Shimura, Cuorec C3 Co., Ltd., Japan
- Bárbara Turatti, Federal Institute of Santa Catarina, Brazil
- Isabel Vieira Borges, Law School University of Lisbon, Portugal
- Gintare Visockaite, Ms, United Kingdom
- Karen Yong, University of Liverpool-Laureate Prog, Canada
- Eva Zedlacher, Vienna University of Technology, Österreich

Please remember to join our discussion forum on LinkedIn.

If you have a profile on LinkedIn, go to the 'Search field' and search for 'IAWBH'. Then press the 'Ask to join' button.

## Upcoming events

32nd International Congress on Occupational Health

29th April – 4th May 2018

Dublin, Ireland

<http://www.icoh2018.org/eazines/icoh2018ezine2.html>

The 19th European Association for Work & Organizational Psychology (EAWOP)

8th-11th May 2019

Turin, Italy

<http://eawop2019.org/>

5th International Conference on Humanity and Social Sciences (ICHSS 2018)

June 26-28, 2018

Kuala Lumpur, Malaysia

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

ICEPASP 2018: 20th International Conference on Applied Social and Educational Psychology

June 28 - 29, 2018

London, United Kingdom

<https://www.waset.org/conference/2018/06/london/ICEPASP>

The 11th Biennial International Association on Workplace Bullying and Harassment (IAWBH) Conference

5-8 June 2018

Bordeaux, France

<https://bullying2018.sciencesconf.org/>

6th European Association of Work and Organisational Psychology (EAWOP) Early Career Summer School 2018

2nd – 6th of June 2018

Heraklion, Crete, Greece

<http://www.eawop.org/news/early-career-summer-school-2018-extended-application-deadline>

6th European Association of Work and Organisational Psychology (EAWOP)  
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Heraklion, Crete, Greece

<http://www.eawop.org/news/early-career-summer-school-2018-extended-application-deadline>

The International Association for Conflict Management Conference

8 - 11 July 2018

Philadelphia, Pennsylvania, USA

<https://iafcm.org/index.php/2017-conference-philadelphia-pa/>

The 78th Annual Meeting of the Academy of Management

August 10-14, 2018

Chicago, Illinois, USA

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

The 13th European Academy of Occupational Health Psychology Conference

5-7 September 2018

Lisbon, Portugal

<http://www.eaohp.org/conference.html>



Picture: Ernesto Noronha

*From IAWBH conference 2016, Auckland New Zealand*

## Literature update

The list of literature on bullying and related issues is expanding. Between January and March 2018 Bevan Catley selected 84 new publications. They range from:

### A

Abubakar, A. M., Yazdian, T. F., & Behraves, E. (2018). A riposte to ostracism and tolerance to workplace incivility: A generational perspective. *Personnel Review*, 47(2), 441-457.

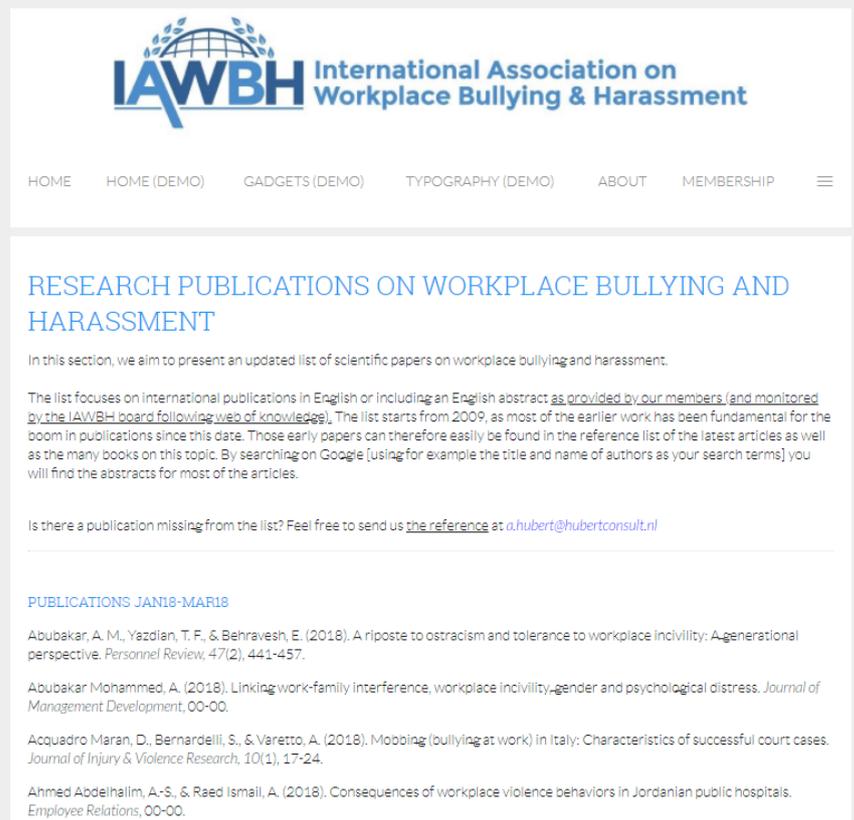
to

### Z

Ziefle, K. (2018). Incivility in Nursing Education: Generational Differences. *Teaching and Learning in Nursing*, 13(1), 27-30.

We publish the whole new list on the IAWBH website. If you are a member, you may find the list at:

<https://www.iawbh.org/respub.>



The screenshot shows the IAWBH website's research publications page. At the top is the IAWBH logo and navigation menu (HOME, HOME (DEMO), GADGETS (DEMO), TYPOGRAPHY (DEMO), ABOUT, MEMBERSHIP). The main heading is 'RESEARCH PUBLICATIONS ON WORKPLACE BULLYING AND HARASSMENT'. Below this, there is an introductory paragraph about the list's focus on international publications in English or with English abstracts, starting from 2009. A contact link 'a.hubert@hubertconsult.nl' is provided for missing references. The 'PUBLICATIONS JAN18-MAR18' section lists three recent articles:

- Abubakar, A. M., Yazdian, T. F., & Behraves, E. (2018). A riposte to ostracism and tolerance to workplace incivility: A generational perspective. *Personnel Review*, 47(2), 441-457.
- Abubakar Mohammed, A. (2018). Linking work-family interference, workplace incivility, gender and psychological distress. *Journal of Management Development*, 00-00.
- Acquadro Maran, D., Bernardelli, S., & Varetto, A. (2018). Mobbing (bullying at work) in Italy: Characteristics of successful court cases. *Journal of Injury & Violence Research*, 10(1), 17-24.
- Ahmed Abdelhalim, A.-S., & Raed Ismail, A. (2018). Consequences of workplace violence behaviors in Jordanian public hospitals. *Employee Relations*, 00-00.

## 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 July 2018. 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 significant number of our members.

Please send your contribution for the newsletter before the 1st of July 2018 to:

Adrienne Hubert, Hubert Consult, editor IAWBH newsletter

[a.hubert@hubertconsult.nl](mailto: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.