From the President

Welcome to the March 2013 Newsletter. It is a pleasure to introduce this Newsletter which includes more contributions from members than ever. We welcome that. You can also see an updated list of new publications and maybe get inspiration for new research and cooperation with other members.

The 2014 conference organizers in Milan have finalized the dates of the conference and have made the website public as well as the first call for abstracts. So now may be the time to start thinking about your contribution for the next conference. Please see p. 2 for more information.

Please also read about the new development for the SIGs. They are now on LinkedIn, a website for professionals which may be an easier way for you to access the discussion forums.

A new column has emerged in the newsletter – interviews with members of the IAWBH. Please see the interview with one of our members from Japan.

I also would like to give a warm welcome to the new members of our association. It is very nice to see that we are still expanding the IAWBH. Everyone who is interested in and works according to the aims of our Association may become members; and we assume and encourage our members to strive to promote fairness, justice and dignity for all at work.

Annie Høgh

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The Milan 2014 conference is being planned

In November two of the board members Annie Høgh and Ståle Einarsen along with Åse Marie Hansen from the local organizers of the Copenhagen conference in 2012 visited Milan University to plan the conference in 2014. They reported enthusiastically to the Board after their visit in Milan, believing that our conference is in the best hands in the local Milan committee, headed by Professor Giovanni Costa. The dates have now been finalised to 17th to 20th of June 2014. The first announcement is out and the website is up and running (http://users2.unimi.it/bullying2014). The local organisers in Milan are a large group with a diversity of talents and skills, with experience in hosting such conferences and headed by an experienced academic, Professor Costa. Hence, we believe that the conference is in safe hands. Annie and Ståle where particularly satisfied with the venue which was located in an old University building right in the city centre, with all sessions to be held on different floors of a single building. Of course Milan is an expensive city, this is a concern for both the board and the local organizers. Hence, any help and ideas for sponsorship will be welcomed from our members. Some funding will be provided from the surplus of the Copenhagen conference and some subsidy may be provided by IAWBH members through the IAWBH funds.

On the 17th. of June there will be a PhD seminar as in earlier conferences. On this date we will also have the SIG meetings. Then the conference itself commences on the 18th of June. The second announcement and call for papers will be ready by June 2013. Please see the homepages for the conference and the IAWBH homepage for such up-dates. Please also spread information about the conference to your own net-work. The board looks forward to seeing you all in Milan in 2014.

Regarding the conference in 2016, the board will start the process of identifying the next venue and host in the autumn of 2013. Please contact Ståle Einarsen in the board if you and your colleagues may be interested in hosting our 2016 conference.

Prepared by Ståle Einarsen
Board member Conference
Literature update

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/Research_publications).

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 March 2013


van Heugten, K. (2013). Resilience as an Underexplored Outcome of Workplace Bullying, Qualitative Health Research, 23, 291-301.


**Publications 2012 (mentioned by members):**


Upcoming events

- **The 28th Annual Conference of the Society for Industrial and Organizational Psychology - Hilton Americas – Houston**
  Conference: April 11-13, 2013; Preconference Workshops: April 10, 2013
  Houston, Texas; [http://www.siop.org/tip/july12/34king.aspx](http://www.siop.org/tip/july12/34king.aspx)

- **Work, Stress and Health 2013: Protecting and Promoting Total Worker Health**
  May 16-19, 2013

- **16th congress of the European Association of Work and Organizational Psychology**
  May 22nd-25th 2013

- **The XXXVI CICA International Conference**
  June 23-26 2013
  Jankovics Kúria, Rácalmás, near Budapest (Hungary); [http://www.cica-conference-hungary.site90.net](http://www.cica-conference-hungary.site90.net)

- **International Research Conference on Business and Economics (IRCBE)**
  June 28 – 30 2013
  Diponegoro University, Indonesia; [http://www ircbe undip ac id/](http://www.ircbe.undip.ac.id/)

- **International Association of Conflict Management 2013 Conference**
  June 30-July 3 2013

- **Annual Meeting of the Academy of Management 2013 - Capitalism in question**
  August 9-13 2013
  Lake Buena Vista (Orlando), Florida; [http://meeting. aomonline org/2013/](http://meeting.aomonline.org/2013/)
Meta-analytical investigations of workplace bullying

Morten Birkeland Nielsen

Meta-analysis is a statistical technique for combining findings from independent studies. Meta-analysis has been viewed as an efficient approach to synthesize research findings, especially since stronger conclusions may be reached, compared to individual studies or traditional impressionistic literary reviews. Building on the steadily growing body of research on workplace bullying, recent meta-analyses have investigated prevalence, predictors, and outcomes of bullying. In the following the aims and main findings of two of these meta-analytical studies will be presented.

Studies on the occurrence of workplace bullying have shown that prevalence estimates of the phenomenon vary extensively from one study to another. Although there are of course many factors which may influence the occurrence of bullying, such as geographical differences, type of organization sampled and so on, methodological factors will always play an important role. In order to add to the understanding of methodological issues in the assessment of bullying, Nielsen, Matthiesen, and Einarsen (2010) used a meta-analytical approach to investigate how measurement methods and sampling procedures influence prevalence estimates. A total of 102 prevalence estimates of bullying from 86 independent samples (N = 130,973) were accumulated and compared. At an average, the analyzed studies provided a prevalence rate of 14.6%. Yet, the findings show that methodological moderators significantly influenced the estimated rates. As for measurement method, a rate of 11.3% was found for studies investigating self-labeled victimization from bullying based on a given definition of the concept, whereas a rate of 14.8% was found for studies using a behavioral check list such as the Negative Acts Questionnaire. Finally, a rate of 18.1% was identified for self-labeling studies without a given definition of bullying. With regard to sampling method, a difference of 8.7% points was found between randomly sampled and non-randomly sampled studies. Summarized, the findings show that workplace bullying is a frequent problem on a global basis. Yet, and important implication of this study is that interpretations of research on bullying should always take methodological issues into consideration as findings may vary depending on methodological artifacts such as measurement method and design.

Over the past decades workplace bullying has been established as an important social problem with detrimental implications for those exposed, as well as for organizations and society at large. Yet, few exhaustive theoretical models for how bullying is related to different outcome variables have been proposed in the literature to date. In addition, the actual magnitude of the relationship between exposure to bullying and outcomes is still unknown. To remedy these limitations, Nielsen and Einarsen (2012) present a meta-analytical summary of the research literature on outcomes of workplace bullying, as well as theoretical model suggesting how and when bullying is related to different outcomes.
In a first meta-analysis, 137 cross-sectional associations between bullying and outcomes from 66 independent samples (N=77,721) were analyzed. The findings show that exposure to bullying is associated with both job-related and health- and well-being-related outcomes, such as mental and physical health problems, symptoms of post-traumatic stress, burnout, increased intentions to leave, and reduced job satisfaction and organizational commitment. Non-significant or weak associations were established for absenteeism, performance, self-perceptions, and sleep. In a second meta-analysis, longitudinal relationships between bullying and mental health and absenteeism, respectively, were examined. Based on prospective associations from 13 samples (N=62,916), workplace bullying was related to increased mental health problems over time, while baseline mental health problems were associated with a similar increased risk of subsequent exposure to bullying. The long-term effect of exposure to bullying on absenteeism was significant, but rather weak. All in all, this study provides robust evidence for workplace bullying as an important and detrimental problem in contemporary working life.

In conclusion, the findings of the two studies presented here show that meta-analysis is an efficient and sound approach to summarize the research literature on workplace bullying. By illuminating the occurrence and consequences of bullying, these meta-analyses will hopefully stimulate additional research aimed at understanding, and ultimately preventing, the phenomenon.

Further reading:


New research:

Evidence review of workplace bullying interventions

Nielsen and Einarsen (2012) recently suggested that we need “to increase the efforts to understand how workplace bullying can be prevented and handled” (p. 328). Within our field, it can be argued that the scope of practitioners attempting to tackle workplace bullying seems to significantly outweigh the evidence base available to us. In the wider field of occupational psychology and management there are increasing calls for evidence based practices to be established (Briner and Rousseau, 2011). IAWBH members from Durham University have attempted to address this through taking stock of the evidence we believe currently exists.

We are pleased to report that we have just published an NIHR HS&DR funded evidence synthesis that focuses on the evidence behind the interventions that prevent and manage bullying. This work had an early preview at the IAWBH Conference 2012 and the full document is now available. This report is open access and although directed to the UK National Health Service context was written with a view to be helpful as a resource for all practitioners and academics interested in workplace bullying interventions.

The link to the review is: http://www.netscc.ac.uk/hsdr/projdetails.php?ref=10-1012-01

Full report reference:

Citations
Briner RB & Rousseau DM (2011) Evidence-Based I-O Psychology : Not there yet. Industrial and Organizational Psychology: Perspectives on Science and Practice. 4:3-22.
DOI:10.1111/j.1754-9434.2010.01287.x

http://dx.doi.org/10.1080/02678373.2012.734709

Prepared by Neill Thompson
Updates on strategies to address workplace bullying in Australia

Workplace bullying has been viewed as a health and safety issue for several years in Australia, recent events have moved to strengthen the ways in which bullying is prevented and managed.


While the Code was being refined following public comment, a Federal House of Representatives inquiry was announced in May 2012. The inquiry made 23 recommendations, 19 of which were subsequently supported by the Federal Government. You can read about the inquiry, its report, and submissions (which contain a great deal of useful information) here [http://www.aph.gov.au/parliamentary_business/committees/?url=ee/bullying/tor.htm](http://www.aph.gov.au/parliamentary_business/committees/?url=ee/bullying/tor.htm).


The key change supported by the Government is proposed amendments to the Fair Work Act, which will enable bullied individuals to have their case heard quickly (within 14 days) at the Fair Work Commission. The commission will be able to require employers to take particular actions, and will be able to refer the case to be further investigated by health and safety regulators (with a view to enforcement of health and safety obligations). The need for increased individual recourse, in addition to managing bullying as a safety issue, was a major theme at the inquiry.

Notably, a national definition of bullying was supported (the same criteria we have been using in Australia for some time - repeated, unreasonable, cause a risk to health and safety), as was the adoption of the draft National Code of Practice. The Code will be released for a second round of public comment in the next few months.

Notably, a national definition of bullying was supported (the same criteria we have been using in Australia for some time - repeated, unreasonable, cause a risk to health and safety), as was the adoption of the draft National Code of Practice. The Code will be released for a second round of public comment in the next few months.

Some of the proposed strategies are controversial, and implementation faces several challenges. However, there is already evidence that some of the strategies are in their planning stages. The initiatives announced certainly demonstrate a commitment to improved prevention and management of the risk of workplace bullying.

There will be further developments in the coming months, so stay tuned!

Carlo Caponecchia
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twitter: psycarlogy
Therapeutic Practitioners SIG (summary)

Although I can still taste the wonderful pancakes from the Copenhagen Town Hall reception we attended last June and I still show my colleagues the photo of our SIG dinner, the actual conference seems to have retreated in my mind. However, one of the major themes that remains in my mind is the diversity of diagnostic and therapeutic approaches used within the therapeutic community in treating victims of bullying at work.

Most therapists would agree that victims of workplace bullying experience depression, sleep disorders, anxiety disorders including panic attacks, obsessing reviewing and social phobias. However, the waters become muddier when looking at the labels, some countries prefer adjustment disorder, (even many years later,) while others use the concept of post traumatic stress disorder.

Clearly the research is unclear, the psychiatrist’s bible, the DSM V, to be released in a few months and will be different to the current DSM IV TR. There are many different definitions of PTSD according to the ICD10, and those organizations specializing in psychology or trauma. Thus it would appear difficult for us to assess treatment issues, unless we can provide a clear diagnosis.

On the other hand, a number of researchers, including Noreen Tehrani, Patricia Ferris and myself, as examples, have found evidence of a difference. In other words, not all traumas are the same. This makes a lot of sense. Any trauma is actually experienced in different parts of the brain, therefore different threats will affect different parts of the brain. Thus maybe we need to assess psychiatric labels, which are created concepts as well as symptoms, which are genuine. Then we need to find out what our client, who is the “expert”, needs and what they require treatment or assistance for. Clearly it is hard to treat all diagnoses, symptoms and anything else, such as medico-legal stresses and issues.

So then we move into treatment. During our SIG meetings and at the conference we were privileged to hear of current and new areas of treatment. Thus I am beginning to collate my own brief overview of what is happening in different countries and with different therapists.

I would like to see something more concrete in time that we can publish. Suffice to say that we are learning more about treatment clinics, from Joseph Schwickerath’s Berus Clinic in...
Germany to Jobfast, which has just been created in Norway, under the guidance of Dr Nils Magerøy and Professor Ståle Einarson. We also heard from Silvia Punzi, about "Clinica del Lavoro Luigi Devoto", the clinic in Milan and Specular, the treatment centre in Denmark. Then we discussed individual practitioners, ranging from Marie France Hirgoyen and Christiane Kreitlow from France, the humanist approaches used in Denmark, to Pat Ferris in Canada, Miwako Wakui in Japan, who works more with bullies, and to myself in Australia.

Most therapists use a variety of approaches, depending on their training, and whether the client is still at work, sick at home or too injured to work again. There was discussion about cognitive approaches, EMDR, mindfulness, hypnotherapy, group therapy and many other techniques.

Where does this leave us? As a practitioner I am beginning to consider other approaches in my practice, and as I provide a full day training to mental health professionals who are treating victims of workplace bullying, it is becoming very useful for them. It is interesting for Australians, or those of us who are "downunder", (because we are surrounded by a convict mentality,) to discover the respect with which many victims of bullying are treated in Europe, as compared to the brutal way in which Australian victims are treated by their employers, work cover insurance providers and the medico-legal system. It is also enlightening to the average therapist trying to treat their clients in a new, under researched area. Thus, understanding how our international colleagues treat victims of workplace bullying validates what we do and leaves room for the next stage.

I think that this shared knowledge leads to our confusion as to why some victims are so challenging to treat. So often their injuries show little objective relationship to the high level of injuries they demonstrate. Clearly perception of the bullying must cause these intense symptoms.

That is why Pat Ferris is currently working on researching the ruminating or obsessive thinking that most long-terms victims of bullying exhibit. While following on from my experience working with school students and their faulty belief systems, I will be working on the belief systems that injure and sabotage our clients. Thus in the next few weeks I will be including a survey of belief systems on my newly renovated website and will hopefully begin my collection of the main belief systems that sabotage people at work. I look forward to seeing the summaries in Milan.

As we are a small group, I urge you all to ask any interested therapists to join us and add to our growing knowledge.

Evelyn M Field
Who is....?

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 I (the editor of the newsletter) had the honor to choose a member.

I have chosen: **Miwako Wakui** from Japan.

**Tell us something about yourself**

*I live in a small town in Saitama. It’s about an hour and a half from the centre of Tokyo by train. I like growing flowers, especially roses, and there are 9 to 10 kinds of roses in my small garden. I like travelling, so when I can take holidays, I travel abroad with my husband.*

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

*While I was working at a mental clinic as a psychotherapist, many co-workers were bullied by our boss. In Japan, there were very few workplaces of clinical psychotherapists. So many co-workers couldn’t quit the clinic; their mental health worsened.*

*I was a target too. But I was able to leave the clinic immediately, because I had started managing my own counseling office.*

*It’s very sad that psychotherapists’ mental health deteriorate because of bullying.*

*That’s why I became interested in workplace bullying.*

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

*In Japan, it is said that in the 2000s the concept of ‘power harassment’ (workplace bullying) was circulating. And, it is said that the trial cases which use the word ‘power harassment’ have increased since 2008. But there is no law against bullying.*
Even though Japanese specialists are increasing in number little by little, the number is not enough. But this is not only the problem. For example, even before the Fukushima disaster happened, so many bullying and harassment cases were present at the workplaces such as power plants, the nuclear power industry, energy industry, mass media, administration, and many places of Japanese society (We call it "the nuclear village"). After the disaster, they got more serious.

There are many deep-rooted, typical bullying problems. The contamination still continues, but many Japanese specialists seem indifferent to this problem. One of reasons is that a lot of important information is concealed. We can know the facts only through the foreign media or the Internet.

I would like to start with small steps for people's health and safety, although as one person I can do only a small thing (practice, writing, and training ) in order to reduce the bullying and harassment problem which haunts our society.

What can you tell us about your work?

I am managing a small counselling office at the centre of Tokyo. We provide mental health services, and harassment & bullying prevention services for companies. For example, we provide personnel consulting, counseling, rework- programs, absentee support services and training service. I am also writing a book relevant to this work.

More recently, I have been researching and practice how to coach bullies. I also give training about the method of protecting oneself from bullies.

In my opinion from limited experience, many bullies are cowards, bluffers, irritable, argumentative, overbearing, haughty, arrogant, envious, stressful, selfish, defensive, offensive, but their hearts get damaged easily. And they also have low level of skill in anger management, communication, and people management.

If the bullies do not feel accepted, they will shut their heart and the problems will get worse.
In my counselling for the bully, I listen to his/her talk thoroughly, praise him/her, accept him/her, and propose a better communication (or managing) strategy. I also teach him/her how to manage his/her anger.

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

I would like to start with small steps for people's health and safety, although as one person I can do only a small thing (practice, writing, and training) in order to reduce the bullying and harassment problem which haunts our society.

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

I choose Eva Jorendal from Sweden.

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

My question for Eva Jorendal is: What do you care about when you listen to victims’ talk?

Thank you very much for taking part in this interview!

Adrienne Hubert (editor)
Hi everyone – “kia ora” from New Zealand. A reminder that the SIGs can be a useful re-
source for you to catch up with others around the world who may have recent academic,
research, practice oriented or other information that may inform your current work or intel-
lectual pursuits. All SIGs have also formed LinkedIn group discussions. I’d like to endorse
Dr Laura Crawshaw’s comment : “If you are not a member of LinkedIn, I encourage you to
join. I am generally allergic to social networking sites, but have found this one to be en-
tirely professional.”

To join a SIG on LinkedIn you need first to join the IAWBH group, which requires approval
from Adrienne Hubert, who is responsible for ensuring that people are members of the As-
sociation. Once in the IAWBH group however, you need simply to join any (or all) SIG that
interests you.

Easy steps to join:
• Sign in into your LinkedIn account
• Go to the IAWBH LinkedIn group
• Click on the ‘More...’ button and select ‘Subgroups’ in the scroll down menu.
  All the SIG subgroups of the IAWBH LinkedIn group are listed.
• You may click on the button “Join this subgroup” of your favourite SIG subgroup in
  the list (and you are a member the subgroup).

For those of you who don’t get a chance to go to all the SIGs discussion areas, here’s a
brief run-down of what they’re up to ......

**Trade Unions**

**Convenor Fergus Roseburgh**

A November update on the Working Towards Bully-Free Workplaces, which took place in
Nova Scotia, October 2012.

In the UK, some work towards resurrecting the Dignity at Work initiatives is being mooted.
Therapeutic Practitioners

Convenors: Evelyn Field and Pat Ferris

Some interesting postings from Pat Ferris about bullying targets who become obsessive about justice. She is seeking feedback from people who have explored Tania Singer et al’s abstract on Empathic Neural Responses.

In 2006, British researchers using brain imaging techniques to confirm the findings of the Swiss researchers that the pleasure centers of the brain that control reward processing are activated when a punishment deemed to be just is meted out, but learn further that this phenomenon is more pronounced in males than females and that, for males, the empathy centers of the brain, which allow humans to empathize with others, remained dull. Here we begin to see a reason why males are far more involved than females in justice-seeking activities (fighting, criminal justice, warfare, etc.), and are far more willing to risk everything, including their own lives, to experience these activities. Biologically speaking, men derive more pleasure from it and have a greatly reduced ability to empathize with the wrongdoer. The researchers also concluded that their study supports “the hypothesis that humans derive satisfaction simply from seeing justice administered.”

Pat has also developed a survey that explores what treatment orientations and interventions therapists use to treat people exposed to psychological abuse at work. This is being reviewed by Evelyn and will be available to anyone who wishes to participate.

Organisational Practitioners

Convenor: Laura Crawshaw

Catherine Mattice has been the convenor of this SIG since its inception, and is now handing over the reins to Laura Crawshaw. We are grateful to Catherine for her hard work, and look forward to her ongoing contributions to the SIG as an active member.

Inge Lise Eriksen-Jensen advises that Specular is ready to send the introduction presentation of the project: “Rehabilitation of victims of bullying – an early intervention”. She can be contacted on info@specular.dk if you wish to receive material.
**Risk Management:**

**Convenor: Carlo Caponeccia**

Carlo advises that the Australian Government response to national bullying inquiry has been released. Nineteen of the 23 recommendations are supported. National definition, national code of practice, accredited training for health and safety inspectors, changes to Fair Work Act to enable fast resolution are all part of this. The response retains bullying as a health and safety issue but adds further opportunity for individual recourse.

The inquiry report is available here:  

**Legal Issues**

**Convenors: Katherine Lippel and Kemi Labinjo**

A discussion about the UK’s Protection From Harassment Act 1997 and how the courts have, in effect, made the definition of harassment so tight it must be a criminal act, as well as requiring high evidential standards.

Maria del Carmen Rodrigues Peréz is also still seeking information on what legislation there is covering bullying from anyone who can assist with information about your country’s legal framework.

**Emotions and Personality**

**Convenor: Donna-Louise McGrath**

The Australian Government has conducted an ‘Inquiry into Workplace Bullying’. During questioning the committee chair stated to Donna Louise that the committee had heard a lot of personal impact statements from workers who had been bullied that supported her comments about envious work colleagues. She also explained that the workers had described how the bullying was not just from one person, but involved a group of envious colleagues, which the workers described in terms of mobbing. This collective envy is something which Donna-Louise has previously highlighted is in need of future research; although she is still pondering how a group of workers feelings of envy toward the target might best be measured, particularly since envy is a denied and concealed emotion. Donna-Louise’s recent review of extant workplace envy measures (2011), very few actually capture the more hostile feelings of envious anger which she has found to be associated with bullying.
Organisational Influences and Bystanders

Convenors: Roelie Mulder and Sabrina Deutsch-Salamon

Roelie and Sabrina remind you that participants in the meeting in Copenhagen suggested that the SIG facilitates conference calls where members can informally discuss relevant issues. “We think it is a great idea and invite you to suggest a topic/question that you’d like to discuss via a conference call and we will be happy to help with that. Please post your suggestion on the SIG website.” They recommend an interesting paper:


I look forward to reading more discussions on LinkedIn!

Kind regards
Shayne Mathieson

Shayne Mathieson
Special Interest Group coördinator
New Members

A warm welcome to our new members:
- Sharlene Chadwick, Australasian College of Health Service Management, Australia
- Lisa Lewy, Bath University, United Kingdom
- Barbara Lindberg, Pharmaceutical marketing specialist, Germany
- Shannon Loechner, Winnipeg Regional Health Authority, Canada
- Genevieve Murray, Trinity College, Ireland
- Nataraj Shankaranarayana, United States
- Katherine Williams, ABLE Communications, Canada

Next newsletter

The next IAWBH newsletter will appear in July 2013. 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.

The Board of IAWBH will prepare some guidelines for contributions from members during the Board Meeting in May. If you intend to write a contribution for the newsletter please inform me about your intention and I will send you the guidelines.

Please send your contribution for the newsletter before the 3rd of July 2013 to:

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