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Pic: University of Milan

Welcome to IAWBH conference 2014

We would like to inform all members about our next conference in Milan next year and the date for submission of abstracts which is 7th of January 2014. For more information please see the homepage of the conference <http://www.bullying2014.unimi.it>. Please also help us spread the word about the conference to colleagues and friends around the world. Our goal for this conference is 200 researchers and practitioners. We need the help of all our members to achieve this!

Members who have paid their membership fee during 2013 will be eligible for a reduced fee at the conference.

Welcome to the 9th International Conference on

Workplace Bullying and Harassment

"Promoting Dignity and Justice at work"

Milan 17th to the 20th of June 2014

Who will host the 2016 IAWBH conference?

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

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

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

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

Prepared by Ståle Einarsen

Board member Conference



Ståle Einarsen

Literature update



Elfi Baillien,
Board member

Elfi Baillien has prepared for us a literature update for 2013. The complete publication list can be found at our website: <http://www.iawbh.org/lit>.

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

Latest publications—September 2013

Araujo, Manuel Salvador; McIntyre, Teresa Mendonca; McIntyre, Scott Elmes Individual and organizational predictors of bullying in the workplace. *Psychology & Health*, 28, 61-62.

Berdahl, J. L., & Moon, S.H. (2013). Workplace Mistreatment of Middle Class Workers Based on Sex, Parenthood, and Caregiving. *Journal of Social Issues*, 69(2), 341-366.

Braungardt, T., Vogel, M., Schmiedeberg, J. et al. (2013). Bullying. Inflation of a term versus sad reality. *Psychotherapeut*, 58(3), 257-268.

Cresswell, K., Ghinai, I., Singer, E., et al. (2013). Bully for you: Workplace harassment of obstetrics and gynaecology trainees. *Journal of Obstetrics and Gynaecology*, 33(4), 329-330.

Emdad, R., Alipour, A., Hagberg, J., et al. (2013). The impact of bystanding to workplace bullying on symptoms of depression among woman and man in industry in Sweden: an empirical and theoretical longitudinal study. *International Archives of Occupational and Environmental Health*, 86, 709-716.

Galanaki, E., & Papalexandris, N. (2013). Measuring workplace bullying in organisations. *International Journal of Human Resource Management*, 24(11), 2107-2130.

McHugh, M. C., Rakowski, S., & Swiderski, C. (2013). Men's Experience of Psychological Abuse: Conceptualization and Measurement Issues. *Sex Roles*, 69, 168-181.



Raver, J. L. (2013). Counterproductive work behavior and conflict: merging complementary domains. *Negotiation and Conflict Management Research*, 6, 151-159.

Rodwell, J., Demir, D., & Steane, P. (2013). Psychological and organizational impact of bullying over and above negative affectivity: A survey of two nursing contexts. *International Journal of Nursing Practice*, 19(3), 241-248.

Thompson, C. M.; Dennison, Susan M., Stewart, A. L. (2013). Are different Risk Factors Associated with Moderate and Severe Stalking Violence?: Examining Factors From the Integrated Theoretical Model of Stalking Violence. *Criminal Justice and Behaviour*, 40(8), 850-880.

In our latest IAWBH newsletter, our member Eva Jorendal, who was interviewed for the 'Who is... column' had the following question for Katherine Lippel: Which country do you think has the best legislation against bullying at work, and why? We thank Katherine Lippel for her extensive answer to this question which is presented in the article below.

Which country do you think has the best legislation against bullying at work and why?

*Katherine Lippel
Canada Research Chair in Occupational
Health and Safety Law
University of Ottawa, Faculty of Law (Civil
Law Section)*

This is an impossible question to answer in the abstract, so I will address it by looking at three different issues that should be kept in mind when designing regulatory protections. First, it must be remembered that the needs of the workers in each country are different, and the design of the legislation to protect workers from bullying and harassment should rely on information drawn from studies that describe the nature of the type of workplace bullying that is most prevalent in a given country. A second issue to be considered is to ask what the legislation should be designed to do. Finally, it's important to avoid some known pitfalls that are sure to create problems, regardless of the country in which the law is to apply.

What do we know about bullying in the jurisdiction in which the law is to apply?

In some countries, like Sweden, studies have shown that the most prevalent form of bullying is horizontal, involving co-workers harassing colleagues. However, in the UK, Québec and Spain, for example, vertical bullying is more prevalent than horizontal bullying, so that legislation needs to be effective against supervisors and not just co-workers. Some studies suggest that employers are more inclined to sanction bullies who are co-workers of the target, but to be more tolerant of bullying by supervisors.

The law needs to provide clear incentives for employers to effectively manage both types of bullying. In the same vein, if a law is designed to target vertical bullying without providing adequate protection from horizontal bullying, it will miss the mark. Trade unions can often provide useful interventions to support targets of bullying, but it is much more difficult for them to fulfill this responsibility when the perpetrator and the target are both members to whom they owe a duty of representation. Legislation needs to be flexible enough to allow for the target to choose the support system and the legal recourse that is most relevant to their specific situation. The Belgian legislation, which, while complex, provides for a variety of support systems throughout the complaints process, is particularly interesting in this regard.

A further issue that merits attention is that related to the gender of targets and perpetrators. There are now several studies that have found that women are more often targets than men, although this is not universally true. In Québec, female managers and professionals are as frequently targeted as female low skilled workers, while male managers and professionals are protected, in comparison to male low skilled workers. Gender and socio-economic factors can be important in our understanding of regulatory requirements. In the Québec example, if gender differences are ignored the legislation would aim to protect those at the bottom of the hierarchy, although in reality women professionals and managers are also in need of regulatory protection and support.

What is the legislation designed to do?

Ideally, it should encourage employers to not only prevent bullying once it has occurred, but

to identify and address the root causes of bullying in the organization. This is what the Swedish Ordinance was supposed to achieve, but this is easier said than done, and in that country, as is the case in Québec, employers are reported to have focused on the individual factors contributing to the bullying rather than examining the contribution of the work environment. Legislation that provides space to also address other psychosocial hazards that can lead to workplace bullying will allow for earlier intervention to prevent the bullying from taking place. The Danish Occupational Health and Safety legislation provides an example of legislation that empowers labour inspectors to address a broad range of psychosocial hazards.

In order to provide an effective response to the needs of targets, it is important to ensure that economic support is available for the target whose health is compromised. This support need not be integrated into the bullying legislation itself, as long as workers' compensation or sickness insurance legislation is available to make sure workers can withdraw from the workplace with economic support if their health is compromised. While some countries provide salary insurance coverage for mental health problems related to work (for instance several Australian states, Québec and some other Canadian provinces, several Scandinavian countries, the Netherlands) many other countries do not provide such coverage. Even when coverage is theoretically available, it can be very hard to access benefits for a mental health problem. Good legislation in this regard promotes a non-adversarial process that avoids stigmatising the claimant. Access to health benefits and salary replacement should not depend on proof of bullying, but simply on proof of disability attributable to exposure to psychosocial hazards in the workplace.

In the Netherlands and some Scandinavian countries it suffices to prove disability, regardless of the cause. This is not the case in North America, Australia and New Zealand. Some authors, however, point out that when good coverage for social insurance is available through the public system, such as in Sweden, employers do not have an economic incentive to address the problems in the workplace.

Good legislation should also provide for job protection for the target and ensure support in return to work. Sometimes this is part of the anti-bullying legislation; sometimes it is part of the disability insurance system.

In terms of the actual process, legislation that provides for both formal and informal dispute resolution mechanisms allows for more flexibility to meet the needs of a broad range of targets. Some want their day in court, others want the problem solved but dread the idea of going to court. Both possibilities should be available. Another issue of importance is the economic support for access to justice. In Québec, non-unionized workers have the right to be represented by a state funded commission if their case appears to be well founded. This is of significant importance to address the power disparities between targets, who may not have the ability to retain representation, and employers, who are usually better equipped to ensure they themselves are adequately represented. Finally, many suggest that legislation should ensure that remedies are available in a timely manner. Winning a case several years after the initial har-

assment complaint may be less useful to targets than having rapid intervention required of the employer to solve the problem.

Some countries provide for penal sanctions of bullies. This is the case in France, for instance. This type of legislation might provide opportunities for targets to seek retribution.

Pitfalls to be avoided

As you can see there are many different approaches that have been taken to ensure that workplace bullying is reduced and targets are protected. Most of these approaches have not been evaluated to determine their efficacy. There are, however, a certain number of characteristics that lead us to believe that certain types of legislation will be less effective.

Firstly, it is important to avoid legal definitions that are too narrow. Broader language allows for the workplace parties and the regulators to intervene in situations where intervention is required without getting bogged down with technical debates that prolong the process and allow the situation to fester. Secondly, it seems clear that any legislation that requires evidence of intentional bullying is going to be ineffective, as proof of intent is very difficult in cases of harassment, and this kind of a requirement undermines the ability of the parties to intervene in a timely manner. Thankfully, most anti-bullying legislation does not require proof of intent.

Finally, those laws that only address the need for anti-bullying policy in the workplace seem to fall short in preventing bullying. Legislation that requires that the employer provide a bullying free workplace, and not just an anti-bullying policy, have a greater potential to succeed in providing voice for targets. Of course, if the inspectorates responsible for insuring the implementation of the law don't have sufficient resources, than even the best legislation will not be effective.

A few final remarks are necessary in order to understand the real question of effectiveness of legislation. A common error is to measure effectiveness by the number of successful legal judgements. It should be remembered that the most effective laws don't lead to court judgements...they work to prevent bullying from happening in the first place, and do not leave a legal paper trail. Similarly, legislation on workplace bullying raises the collective awareness of the phenomenon, a first step necessary for prevention. It is therefore not surprising that those jurisdictions that have anti-bullying legislation also may have a higher proportion of their population that report bullying in national surveys. This can be an indicator of higher awareness of the problem, not necessarily of a higher prevalence of bullying. One should be wary of conclusions of regulatory failure based on an increase in reporting of bullying in population health surveys.

In conclusion, I don't think I've really answered your question, because it's im-

possible to identify one legislative framework that is better than all the others. Firstly, as I have explained here, the needs in one country may be quite different than the needs in another. Secondly, even if it were to be possible to answer that question, only after evaluative research could we be clear about our answers. Often the most advanced systems are the ones that are evaluated. And no one is empirically evaluating the status quo represented by legislative silence. My personal opinion is that having legislation that names workplace bullying as prohibited behaviour and that requires the employer to ensure for all workers a workplace free of bullying is an important first step for any jurisdiction.

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M. Vézina, M., E. Cloutier, S. Stock, K. Lippel, É. Fortin et al (2011). *Québec Survey on Working and Employment Conditions and Occupational Health and Safety (EQCOTESST)*, Institut de recherche Robert-Sauvé en santé et sécurité du travail - Institut national de santé publique du Québec et Institut de la statistique du Québec (summary) ;

Call for papers: Public sector reforms and workplace ill-treatment

Guest editors:

Tim Bentley (New Zealand Work Research Institute, AUT University, New Zealand); Duncan Lewis (Plymouth Business School, Plymouth University, UK); and Stephen Teo (New Zealand Work Research Institute, AUT University, New Zealand)

There is strong evidence that workplace ill-treatment, including negative acts such as bullying and harassment, is costly for public sector organizations internationally. A recent study into the extent of workplace ill-treatment in the UK, for example, reported that these activities are prevalent in Britain, with just under 50% of the workforce experiencing some form of ill-treatment at work. Not only can bullying and other forms of ill-treatment result in severe psychological and psychosomatic harm to the target, these behaviours often result in lost productivity, absenteeism and turnover, and consume considerable management time and energy. While some research has looked at this phenomenon in the public sector, there is little published work that has explored the impact of new public management (NPM) on the way in which the public sector manages its workforce.

The impact of public sector reforms on employees delivering public goods is a contested terrain. Early research focused on the benefits of implementing NPM—characterized by service delivery standardization, increased efficiency and effectiveness, in addition to increasing the discretionary power for management so as to con-

trol and standardize the outputs of professionals. Negative characterizations of NPM, however, have pointed to increasing evidence of ill-treatment, including bullying and harassment. Indeed, public sector employees have been found to be more at risk of bullying, harassment and violence than those employed elsewhere.

This *Public Money & Management* (PMM) theme, which will be published in PMM's Vol. 35 in 2015, seeks empirical manuscripts which examine the consequences of workplace ill-treatment in public sector organizations from a broad international perspective, particularly those offering critical examinations or undertaking comparative analyses of the phenomenon of ill-treatment. The papers in this special issue will examine construct issues, the complex interplay of antecedents and consequences for employees as public sector organizations undergo a variety of change initiatives. As the international literature on the prevention of ill-treatment in the public sector is weak, papers concerned with intervention in this field are particularly welcome.



International Association on Workplace Bullying and Harassment

Members' corner

The journal publishes three types of article (see <http://www.tandfonline.com/rpmm>) and the guest editors will consider any of these:

- *Main papers* (up to 5,500 words including references) must meet high standards of intellectual argument, evidence and understanding of practice in public management. They will be double-blind refereed by both an academic and a practitioner.
- *New development articles* (up to 3,000 words) discuss issues in a detached, informed and authoritative way. These articles are not normally refereed, but are subject to editorial scrutiny.
- *Debate articles* (usually under 1,000 words) are personal statements, expressing an argument, supported by examples or evidence. They, too, are subject to editorial scrutiny.

The final deadline for submission of complete papers is 1 September 2014. Submissions and questions to:

Stephen Teo, Professor of Human Resource Management, New Zealand Work Research Institute, AUT Business School, AUT University, Building WF, Room 844, Private Bag 92006, Auckland 1142, New Zealand.
stephen.teo@aut.ac.nz

Experts gather to workshop workplace bullying at recent AOM conference

Researchers, students and practitioners gathered at the Academy of Management Conference in Orlando in August as part of a Professional Development Workshop titled '*Workplace Bullying: Using Advances in Academic Research to Address this Phenomenon*'. Co-organised by Jane Murray and Sara Branch from Australia, this workshop brought together researchers from around the world who provided insights into national and regional differences in the way workplace bullying is researched, viewed and dealt with as well as exploring the role capitalism plays in the occurrence and reduction of workplace bullying.

After presentations on how workplace bullying is viewed in Scandinavia, The United Kingdom, Australia, Canada, India and The United States of America attendees were informed about what is and what is not workplace bullying, how it is measured and how capitalism can influence the incidence and solution to this phenomenon. A small group session that followed focused on the perspectives of targets, actors (perpetrators), bystanders, managers and supervisors, organisations/HR and policy-makers, with attendees identifying useful resources and future avenues of investigation or need. The workshop finished with a question and answer panel discussion.

As part of this experience participants were invited to join a social networking website developed as a resource sharing and networking site. In addition to the facilitators a total of 30 people from Belgium, The USA, Korea, Canada, Ireland, Finland, The UK, The Netherlands, India and Australia attended the day, which was well received.

We would like to thank our fellow facilitators - Helge Hoel, Loreleigh Keashly, Joel Neuman, Jana Raver, Charlotte Rayner and Premilla D'Cruz - for their contributions and efforts that helped make this workshop a great success.

Jane and Sara

For more information please contact either:

or

Jane Murray
Bond University, Australia
jmurray@bond.edu.au

Sara Branch
Griffith University, Australia
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The Inaugural Workplace Bullying Conference

Bullying Prevention - Building a Practical Framework Towards Zero Tolerance

11 - 12 December 2013 | Sydney Harbour Marriott Hotel

Register by 15th November and save with the early bird rate

The Inaugural Workplace Bullying Conference will bring together HR, WHS Managers, Workplace Psychologists and Academics to discuss policy and practices for combatting workplace bullying.

The recent amendments to the Fair Work Act will address and mediate bullying incidents at a Federal level with legislative changes coming into effect in January 2014. HR departments across both public and private sectors will need to review internal policies but also look to implement programmes that prevent workplace bullying through a process of cultural change. This conference will address all the relevant issues and allow you to discuss them with the experts.

For more information and to view the agenda visit the website here:

<http://www.informa.com.au/conferences/hr-conference/workplace-relations-conference/workplace-bullying-conference>



News from Trade Union in Canada

The NSGEU Working Toward Bully-Free Workplaces Program continues its work.

Joan Jessome, Nova Scotia Government and General Employees Union (NSGEU) President, and Susan Coldwell, Program Coordinator, Sept 24, 2013

Delivery of the Nova Scotia Government and General Employees (NSGEU) Working Toward Bully-Free Workplaces Program has passed the 10,000 participant mark! Our program mandate is to provide education to define, identify and address workplace bullying. The NSGEU welcomes everyone whether NSGEU members and their employers, non-union, or other union participants to this process. While the facilitator role is on education, an essential component remains feedback to the employer with recommendations. The view is to shift workplace culture.

September has seen a significant project undertaken with the Nova Scotia provincial government department of Transportation and Infrastructure Renewal (TIR); with 46 sessions scheduled in 18 districts around the province. We anticipate 1,500 TIR workers will have taken this awareness training during the month of September. Many of those participating are members of the Canadian Union of Public Employees (CUPE), as well as NSGEU members. With this dynamic of involving a significant number of other union members we have we have been asked to provide follow-up of the evaluation outcome to a broader group beyond the Human Resources and Occupational Health

organizers, to include key union (NSGEU and CUPE) representatives. The goal is to facilitate an action plan in order to promote change in this workplace culture. For example, this particular work group, predominantly male, has an average age of 55 years. One hypothesis might be that shifting the culture requires challenging norms. The evaluation process will also allow us as evaluators to check this assumption.

Subsequent to the move to our new, expanded location in Dartmouth, Nova Scotia, the summer months provided an opportunity to develop the Bully-Free web site, including a facilitator's log-in page. With approximately 40 facilitators in three provinces there is a need to be able to access current information and materials, to be apprised of changes in legislation – provincially or nationally, and to note current trends in the research. This helps in ensuring consistent delivery of program content as well as allowing NSGEU trained facilitators to maintain a connection to the program and to one another.

The Working Toward bully-Free Workplaces On-line program is available, requiring anyone wanting to take the program on-line to have an individual log-in number. This is in the process of being set-up not only for delivery purposes but so we can continue to gather data for our member employers and others wanting this training.

Members' corner

We now have a Conference Centre for up to 300 delegates and will be hosting an international labour conference June 11-13, 2014. The focus is on Canada's National Standards on Workplace Psychological Health and Safety, the role of labour, restorative practices and program delivery and evaluation. While this is just prior to the conference in Milan, as a labour conference this will be of specific interest to unions, labour organizations and employers in Canada and abroad. We may also attract Canadians and others on their way to Milan and with the labour focus provide opportunity for exponential learning.

More information may be obtained from the NSGEU website www.nsgeu.ca



*Joan Jessome, Nova Scotia Government
and General Employees Union (NSGEU)
President (front), and Susan Coldwell, Program
Coordinator*

Psychosocial risks: new European trade union network

The European Trade Union Institute (ETUI) staged the first European trade union seminar on psychosocial risks in Bilbao on 19, 20 and 21 June 2013. The 19 union reps attending took a comparative EU-wide look at the problem and discussed a suitable trade union strategy for tackling what has grown to be a huge issue for workers.

More information on ETUI activities in this area (stress, harassment and violence):

<http://www.etui.org/Topics/Health-Safety/Stress-harassment-and-violence>

Proposal for a new SIG: Psychodynamics

Dr Sheila White has suggested that a new SIG be formed, 'Psychodynamics'. The rationale for this is outlined below. If anyone is interested in joining such a SIG, please identify your interest by contacting the SIG coordinator, Shayne Mathieson on shayne.mathieson@clear.net.nz.

The key characteristic of a psychodynamic approach is its focus on the unconscious.

Traditionally psychoanalytical theories have been applied to individuals, providing insights into motives and the defences used against anxieties e.g. splitting, denial, fantasy, and regression. Over time, however, these theories have found to apply to organisational life too; the growing interest being fostered, in part through www.ispsso.org.

Psychoanalytical theories have particular relevance for understanding the more dysfunctional aspects of organisations such as bullying. They give insights into how impasses arise in group dynamics, how bullying becomes institutionalised within organisational cultures and how interpersonal relationships become trapped in cycles of domination and submissiveness.

Although psychodynamic approaches were first referred to in the literature by Thylefors (1987) and by Neil Crawford who co-authored 'Bullying at Work' with Andrea Adams (1992), this approach is only gradually becoming established as a means of conceptualising the deeper dynamics of workplace bullying.

The SIG aims, initially, to be an information hub to advise researchers interested in applying psychodynamic concepts to their work and to practitioners wishing to explore conflict resolution in-depth. As a network of SIG group members grows it is envisaged that discussions on various theories, research methods, and applications will become established.

Sheila White
Honorary Research Fellow Birkbeck, University of London
<http://www.whybulliesbully.com/>

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

Who is....?

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

Eva Jorendal from Sweden who introduced herself in the last newsletter chose Katherine Lippel from Canada and asked her the question: Which country has the best legislation and why? (see page 6 for the answer of Katherine Lippel). We thank Katherine Lippel very much for her extensive answer. Due to other obligations, Katherine Lippel hadn't time anymore to present herself in the 'Who is... column'.

*The editor of the newsletter invited **Sylvia Punzi** from Milan, Italy (one of the organizers of the Milan conference), to introduce herself here.*



Sylvia Punzi

Tell us something about yourself

I live in Milan and I like it since it is a dynamic city and offers many opportunities for culture and entertainment. I'm fond of movie, theatre, dancing and of course meeting friends and make new acquaintances. As sports I like swimming and trekking but my must is travelling around the world to get to know new Countries and new persons.

How did you become interested in workplace bullying?

After my degree in Psychology in 2001, I started my one-year compulsory training at the Centre for Occupational Stress and Harassment

("Clinica del Lavoro Luigi Devoto") in Milan, a public hospital service dealing with occupational stress. I used to follow every day the psychological interviews with workplace bullying victims and what impressed me a lot was the deep suffering of these persons and the real support they could receive by being listened to, understood and believed.

At the end of my training, I obtained a scholarship and then decided to make a PhD in this field. The Centre being associated with the Faculty of Medicine of the University of Milan, I could actually follow my PhD in Occupational Health while working in the Centre, combining clinic with research.

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

In Italy the issue of workplace bullying, called mobbing, raised the interest of public opinion and scientific community with initial suspicions and a certain cultural delay with respect to Northern Europe.

In the early nineties, Heinz Leymann had been invited to deliver a seminar at the Post Graduate School of Occupational Medicine at our University, but times were not mature. At that time, at "Clinica del Lavoro", there was a Service for Occupational Neuropsychology dealing with outcomes of traditional occupational risks (neurotoxicology, etc.). Professionals working there realized that more and more patients were seeking help for problems related to malfunctions in work organization and interpersonal relationships. Hence in 1996, it was decided to establish the first Italian Medical Center for Occupational Stress and Harassment that has seen an increased number of patients seeking health care for suspected occupational stress up to approximately 500/year.

Starting from 2000, media and public opinion have been increasingly interested in workplace bullying and progressively several public clinical Centres for diagnosis and treatment have been established all over Italy as well as counseling services by Trade Unions.

Few national scientific papers, mainly on description of clinical cases, were published and no reliable data on prevalence are available.

Many Bills have been presented but at the moment there is not in Italy a specific law regard-

ing workplace bullying.

As a matter of fact, this issue was raised within a medical environment with poor attention to preventive measures and intervention at the workplace.

What can you tell us about your work?

I've been working for nine years at the Centre for Occupational Stress and Harassment as a psychologist and a psychotherapist. It is a public hospital centre, including occupational physicians, psychologists and psychotherapists, for diagnosis and preventive/rehabilitation interventions on patients with suspected occupational stress disorders. An ad hoc protocol includes a general medical examination, with a thorough collection of the occupational case history, a psychological interview and a battery of psychological tests (e.g. a questionnaire for negative acts detection, a subjective symptoms questionnaire, personality tests as well as projective tests). The aim is to obtain a picture of the occupational situation, a profile of the social-emotional balance, of personality and behavioural patterns and, in the end, to establish the "compatibility" between the clinical findings and the occupational situation. In some cases patients are given individual or group psychological support.

As a psychologist I was mainly engaged in psychological interviews, reading of tests, counseling and in some cases psychotherapy.

My PhD research was aimed at describing patients' characteristics concerning socio-demographic variables, negative acts (type, frequency, duration) and antecedents of bullying (as reported by the victims), health outcomes and personality role. I selected a representative sample of 226 patients examined in 2003 and I analysed clinical records.

My following research regarded changes in case composition from 2003 to 2009/2011, in-depth analyses of specific work-related problems (peculiarity of bullying and other occupational stress cases), follow-up after six years (2003-2009) and in-depth analyses on victims' personality (analyses of MMPI profiles, Wartegg Drawing Completion Test, COPE).

Currently, I'm working as a post-doctoral researcher, at the University of Milan, and my activity is more focused on work organization and specifically on occupational stress assessment in private and public companies.

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

Realistically for Italy, my hope for the future is that stress assessment (compulsory by law) may lead to increased attention to occupational wellbeing through a more conscious ethical approach. This could be by itself a substantial preventive or intervention measure to cope with workplace bullying.

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

I choose Barbara MacQuarrie, Centre for Research & Education on Violence against Women & Children, Western University.

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

In your opinion and according to your experience, which are the main similarities between psychological violence in family context and psychological violence at the workplace?

Thank you very much for taking part in this interview!

Adrienne Hubert (editor)



New Members

We welcome 16 new members to our association:

1. Talvik Annika, International Labour Office, Switzerland
2. Ber Barry-Murray, Round Table Solutions, Ireland
3. Migena Buka, Tirana University, Albania
4. Danielle Carney, Peel HR, Australia
5. Linda Crockett, ISAW, student membership, Canada
6. Peter Freeman, Full Circle Dynamics, LLC, Minnesota, USA
7. Linda Frischmeyer, Landerholm PS, Canada
8. Jillene MacCreery, Prevail with Wisdom, HI, United States
9. Fearchar MacIllFhinnein, BECTU, United Kingdom
10. Debrah Martin, International Coaching Centre Inc., Canada
11. Kate Mudford, KLM Consultants, Australia
12. Adam Patrech, Inspired Solutions - Centre for Psychological Assessment, Treatment, Return-To-Work, Employee and Corporate Health, Australia
13. Florence Schaefer, Texas Woman's University, student membership, Texas United States
14. Terry Sereda, Canada
15. Julie Takata, Hertfordshire Partnership University Foundation Trust, United Kingdom
16. Sherri Tanchak, University of Calgary, student, Canada

IAWBH consists of 175 members from all over the world. For more information visit our member directory: <http://www.iawbh.org/members>



Next newsletter and guidelines

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

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

The next IAWBH newsletter will appear in December 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.

Please send your contribution for the newsletter before **the 1st of December 2013** to:

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

Disclaimer:

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