From the President

Dear IAWBH member,

Welcome to this June issue of the Newsletter. As always it contains interesting contributions from members and the board.

From the organizers of the next international IAWBH conference in New Zealand we have received a call for papers. Remember to send an abstract. As you can read in the summary of the board’s meeting in Oslo we have decided to subsidize member conference fees to a higher degree than we have done previously.
You will also find a call for papers from a conference on ‘Bullies, Bullied and Bystanders’ which focuses on bullying in educational environments. This will take place in Dublin, Ireland in June 2016.

Two members have written longer contributions for the Newsletter. Based on her doctoral dissertation, Adriana Berlingieri, discusses how best to work with prevention and intervention in relation to bullying in the workplace. Catherine Burr has some advice to complaint investigators such as the necessity to be driven by facts, not emotions. Another advice is to create and use checklists and use templates to help in the investigation process.

For this issue of the Newsletter Suseth Goosen from South Africa has been interviewed. She is a nurse who received a scholarship and chose to focus on solutions to workplace bullying. A very relevant but also difficult subject.

And as usual you can get inspired by the new publications that keep coming and are listed in the Newsletter.

Finally, I would like to welcome all the new members – I hope that you will benefit from your membership.

Best wishes,

Annie Hogh
Face-to-face Board Meeting in Oslo 2015

On the 23rd and 24th of May the Board had its annual face-to-face meeting in Oslo right after the EAWOP congress. You can read Denise Salin’s eye witness report from the congress in this Newsletter. Since most of the Board members attended the congress and were already in Oslo only two members had to travel to participate in the meeting. This kept the costs down for the IAWBH.

As always the meeting was very lively and productive covering:

- **Finances:** how much money do we have and how can we use the money,
- **Membership:** at the next General Assembly the Board will propose to lower membership fees for student members (£ 30), give members from developing countries a lower fee (£ 45) and keep the fee on £ 60 for members from developed countries,
- **Summer School 2017:** a call will be made in the next Newsletter,
- **New activities:** Webinars – starting with Morten Nielsen - inspired by his keynote speech from the EAWOP congress. This will be issued in August/September and available on our website.
With regard to spending money the Board decided to raise our subsidy of the member fees for the next IAWBH conference in 2016 in New Zealand so that hopefully it will be affordable for members to attend.

We also discussed the role of the IAWBH Board with regard to for instance making public statements on various issues. We looked to the constitution to see what the purpose of the associations on this (and other issues) is and the response can be read on the next page of this newsletter and on our website.

And finally the board thanked Denise Salin for her valuable contribution to the work of the Board, standing in for Elfi Baillien during her maternity leave.
Purpose of the 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.

Just to reiterate:
*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, organisations 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
Please join us for the 10th IAWBH Conference in the heart of one of the world’s ‘Top 10 Cities to visit’ and gateway to Aotearoa, New Zealand – Land of the Long White Cloud.

Auckland, the beautiful City of Sails, a whole region waiting to be explored. World-class shopping, restaurants, bars and galleries encircled by wine regions, mountains, stunning beaches, pristine rain-forest and the magnificent Hauraki Gulf.

Call for Papers

Academic and practitioner knowledge of workplace bullying and harassment has greatly increased over the last twenty years. With the damaging impact of these forms of workplace ill-treatment now well documented, how do we:

- Further advance our understandings of how to prevent and manage this toxic workplace problem?
- Promote, build and maintain workplaces that are healthy and sustainable for all?

The conference offers scholars and practitioners the opportunity to consider these questions and other important aspects related to workplace bullying and harassment, and workplace ill-treatment generally. The aim of the conference is to bring together the community of scholars and practitioners to share and learn advances in preventing and managing workplace bullying and harassment.
Abstract submissions of 350-500 words maximum are invited from academics and practitioners. These will be double-blind peer reviewed with accepted abstracts published in the conference proceedings. The conference programme will consist of oral presentations and poster sessions. The submission style guide can be viewed on the conference website www.bullying2016.com.

Conference Topics

Submissions are welcome on a range of topics relating to workplace bullying, harassment and other relevant forms of workplace ill-treatment. Suggested topics include but are not limited to:

- Identifying and measuring bullying and/or harassment
- Risk factors for bullying and/or harassment
- Work organisation and workplace ill-treatment
- Leadership and workplace ill-treatment
- Coping with workplace ill-treatment
- Prevention and intervention issues
- Individual, organisational and societal costs of bullying
- Employment relations, legislation and compensation
- Workplace bullying and discrimination
- Workplace bullying and psychophysiology
- Health effects and rehabilitation
- Methodological issues in workplace ill-treatment research
- Bystanders
- Cyberbullying
- The role of social actors

Submission Deadline: 30 October 2015
Notification of Acceptance: 14 December 2015
Literature update

In the newsletter we publish titles of research publications that have recently been published. The complete list of publications can be found at our website: http://www.iawbh.org. The list focuses on international publications in English or providing an English abstract. By searching on Google [using for example the title and name of authors as your search terms] you will find the abstracts for most of the articles.

Is there a publication missing from the list? We kindly ask our members to complete the list with new published work regarding workplace bullying and harassment. Your suggestions will be published in our next newsletter and on the webpage. Denise Salin has been updating the literature list while Elfi Baillien has been on maternity leave. However, we are happy to inform you that Elfi is now back. Please send any new publications of yours that you wish to include to Elfi; e-mail: <Elfi.Baillien@kuleuven.be>

Recent research publications


Books and book chapters:


Upcoming Events

IAWBH Summer school: Formulating Evidence Based Treatment for Targets of Workplace Bullying
24th-27th August 2015, Calgary, Canada
http://www.iawbh.org/summer-school

4th Iberoamerican Conference on Work and Organizational Psychology (in Spanish)
3-5 September 2015, Santiago–Chile
http://www.ciapot2015.udp.cl/

IAWBH 10th International Conference on Workplace Bullying and Harassment
20th – 22 April 2016, Auckland, New Zealand
Pre-Conference Doctoral Workshop and SIG’s – 19th April 2016
http://www.bullying2016.com/

Picture: Maria Chiara Gugliari
Bullying Research at the Work, Stress and Health Conference 2015

Two work environment conferences took place in May, one in the USA at the beginning of May: The Work Stress and Health 2015 Conference – and one in Europe at the end of May: The EAWOP 2015 Congress. Both included many presentations and posters about workplace bullying. You can read Denise Salin’s report from the EAWOP in the Newsletter.

Attending the Work Stress and Health conference in Atlanta, Georgia it was a pleasure to see the diversity of different aspects in research on negative social relations covering themes such as: Incivility, mistreatment, aggression, conflicts, and that bullying was represented among the presentations as well.

In relation to bullying, contributions were given in symposia, paper panels and as posters. David Yamada had organized a symposium on the impact of new workplace bullying laws on employee relations stakeholders including a presentation from Ellen Cobb on organizational implications of global bullying laws with Maureen Duffy as discussant. David Yamada chaired another symposium on coaching as an intervention strategy for workplace bullying which included a presentation from Ivonne Moreno-Valaques on how to use positive psychology to promote work environments that counteract bullying and a presentation by John-Robert Curtin on 3 on 3 solutions for negative behavior modification. A third symposium was organized by Ruth Namie on counseling individuals bullied at work across venues, including her own presentation about lessons from practical immersions in the bullied targets experience. The symposium included a presentation by Greg Sorozan on counseling employees with union contract protection from bullying behaviors, one on observations from coaching and counseling targets of workplace bullying by telephone by Jessi Brown as well as Maureen Duffy’s presentation on trauma-informed therapy as treatment of choice for targets of workplace bullying, mobbing and abuse.

Paper panels included a number of other presentations such as one by Paula Grubb on undergraduate nursing student distress when exposed to bullying in health care settings. A presentation on the impact of rudeness on the performance of medical teams by Peter Bamberger, and one by Kathleen H. Canul about being bullied on the job: Intervention strategies for distressed clients.

A few people had poster presentations among them Maarit Vartia: Harmonious work community: Towards zero tolerance of workplace bullying; and Brian J. Rector: Give me a break: An exploratory study on workplace social events and breaks and their effect on incivility and bullying.

I would like to thank all presenters and co-authors for sharing your research with us and we are looking forward to the publications that will hopefully be available in the near future.

Prepared by: Annie Hogh
Bullying Research at EAWOP 2015

It is with great pleasure I can inform you that researchers into bullying were once again well represented at the latest EAWOP Congress (European Association of Work and Organizational Psychology) in Oslo in May.

Morten Nielsen had been invited to give a state of the art presentation on harassment and mistreatment at work and gave the audience an insightful and comprehensive overview, based on his meta-studies on risk factors, prevalence, and outcomes of workplace bullying. Ståle Einarsen also had a very visible role during the conference, this time as chair of the program committee and co-author on several interesting bullying presentations.

Guy Notelaers and Jordi Escartín arranged a symposium on deepening and broadening our understanding of workplace bullying. Presenters in the symposium also included Dieter Zapf, who talked about conflict strategies of targets and non-targets, Helge Hoel, who talked about work discrimination and workplace bullying and yours truly who introduced a social exchange theory perspective to understand the mechanisms between bullying and work related outcomes. Duncan Lewis discussed the contributions of the papers and pointed to new directions in bullying research.

On the same day Stig Berge Matthiesen chaired a symposium on bullying and destructive leadership. Both Stig himself and Michael O’Driscoll discussed workplace bullying and cyber bullying, whereas Whitney Vanden Brande talked about the moderating role of coping strategies in the relationship between work-related stressors and workplace bullying, Andrea Bobbio discussed the link between destructive leadership, moral disengagement and counterproductive work behavior and Milda Perminiene presented on measuring workplace bullying in Lithuania. A symposium on a psychosocial safety climate was arranged by Maureen Frances Dollard and included presentations on bullying by Maureen herself, as well as by Jordi Escartín.

In addition to the symposia, more than 10 other presentations on bullying were given during the conference. These included, among others, Kari Einarsen’s presentation on ethical infrastructure to combat workplace bullying, Mats Glambek’s presentation on workplace bullying and ostracism, Ana Verdasca’s presentation on workplace bullying, organizational change and organizational citizenship behaviours, Ann-Louise Holten’s presentation on the role of trust and justice in the relationship between negative acts and commitment/job satisfaction, Rebecca Hewett’s presentation on individual responses to workplace bullying, Stefán Blomberg’s
presentation on organizational risk factors and health factors, and Donatella Di Marco’s presentation on exposure to incivility among Spanish LGB employees.

Furthermore, I counted at least 16 posters on the topic of workplace bullying. These included Premilla d’Cruz’s poster on managerial perspectives on depersonalized bullying at work, Annie Hogh’s poster on witness observations of workplace bullying, Sarah-Geneviève Trépaniér’s poster on bullying and emotional exhaustion, Gintare Visockaite’s poster on negative acts and outcomes in Russian workplaces, and Øystein Løvik Hoprekstad’s poster on childhood experiences of bullying as a moderator of the relationship between exposure to negative behaviour at work and self-labelling as a victim.

Due to the high number of bullying related presentations and posters not all can be mentioned here, but all in all it was a great joy to see so our field and also our membership so strongly represented at the conference. My sincerest thank you to all presenters and their co-authors for disseminating their high-quality research at this conference and working together to further increase our understanding of this important area of research!

Denise Salin
Challenging Workplace Bullying: The Shaping of Organizational Practices Toward Systemic Change

Adriana Berlingieri, PhD
University of Toronto, Canada
adriber@rogers.com

In the last two decades, much effort has been invested in empirical research to understand workplace bullying. However, the identification, development, and use of practices to counter it remain one of the largest research gaps in the field. In my recently completed doctoral thesis (with the above title), I am interested in how prevention and intervention organizational practices are shaped by the dominant conceptual frameworks that position individuals as the main causes of workplace bullying. The objectives of advocated practices focusing on individual actors, acts, attitudes and behaviours remain largely on intervention on an individual case-by-case (incident-by-incident) level. As such, they do not offer the possibility of long-term, systemic change. To change practices requires changing conceptualizations of bullying. This shift in conceptualization includes viewing forms of violence, including bullying, as interrelated and mutually constitutive. Adopting this conceptualization also views individuals, organizations and society as interrelated.

Systemic change requires changes within and among each level. I sought out an organization for my study that is attempting to take up the concept of bullying differently and trace how this conceptualization shapes their practices.

As a critical organizational ethnography, guided by institutional ethnography and practice-based studies, my study includes fieldwork within a major healthcare organization in Toronto (Canada). I examine practices in depth, in particular policies and education and training programs, using participant conversations and textual analysis. I examine links between how the concept of workplace bullying is constructed on an everyday basis by organizational members and internal organizational practices. Bullying in this organization is conceptualized as an interpersonal issue, as well as an organizational and societal issue and as interrelated with other forms of violence. Changes in interpersonal relations of its members, as well as systemic and organizational changes, are central goals.
This ethnographic study allowed me to understand the organization’s approach and that it can inform other organizations, as well as public debates, legislation, and the need for the development of a broader (systemic) set of practices to support organizations. I capture the process of developing and sustaining an anti-violence program and how this is shaped by the conceptualization of violence held by an organization. Providing organizations with a description of distinct practices to implement is not very useful, in particular if it does not have the internal expertise to implement the practices. Distinct practices without knowledge of the process with which to develop, implement, sustain and use them to move forward is ineffective. They become practices on paper only.

Furthermore, changing individual organizations is a start, but insufficient. Systemic change must expand to include broader institutional fields and related practices and processes.

It is important for anti-violence (including bullying) practices to not focus on individual acts and behaviours alone. Workplace bullying is best recognized and dealt with also as an organizational and societal issue. In my study, I point to existing research and the need for further examination of the interrelatedness of organizational practices, and broader institutional practices, within the violence process. This is made possible through a relational view of violence and organizational practices; that is, interrelated practices within networks of practices. From a relational perspective, systemic change entails exploring power relations within intra- and extra- organizational contexts and calls for the scrutinizing of practices that create and perpetuate inequities in the workplace. Systemic change, hence, cannot be circumscribed to any single practice or any single sub-unit within an organization.
Advice to Complaint Investigators: Keep Calm and Step Back

Dealing with complaints of workplace bullying and harassment can be high risk decision-making. Did bullying or harassment occur? Is this complaint substantiated? How do we best resolve these issues? Our decisions affect jobs, careers, reputations, legal liabilities, workplace morale, worker health and wellbeing.

As complaints investigators it is essential that we avoid making impulsive, emotion enhanced or ego driven decisions. Pre-judging a complaint or jumping to conclusions – either that it is clearly substantiated (but without the benefit of fact-finding) or that it is not – is a common hazard on the way to a proper and effective investigation of a complaint.

How might we act as wise and rational investigators? Here are some suggestions.

**Be driven by facts, not emotions**

Bring an objective, neutral eye to the situation. In the Canadian workplace environment, labour arbitrators have noted that complaints understandably start with the subjective impressions of the person bringing a complaint, as well as those of the alleged harasser. It is the role of the arbitrator or investigator to move the analysis from the subjective to an objective assessment of the matter. We do this by finding the facts and applying a legal and policy analysis to the evidence. Clarity and answers are what we expect of investigators: Did what is alleged occur? If so, does it constitute workplace bullying or harassment?

**Be patient and disciplined**

As an investigator, being patient means bringing calm and clarity to a stressful and seemingly chaotic situation. It can mean exhibiting forbearance with complainants, respondents and witnesses who express themselves in a non-linear way, who ‘talk in circles’ or verbally jump around as they relate their experience. They may be upset, angry, confused, frustrated or unpleasant – with the complaint, the process or with you.

Sometimes as investigators we need to moderate our own impatience with the time it can take to complete a sufficiently thorough investigation when we just want to finish the investigation and move to a report or a resolution.

Being disciplined can mean being organized in how we plan and conduct the investigation, and maintain notes, evidence and records. Discipline is needed when we analyse the evidence. I have often found it helpful to develop a chronology of incidents, of what was said or done. When there are multiple versions or confusion concerning what happened or is alleged I create a simple chronology or chain of events.
Similarly, obtaining an organizational chart or creating a schematic of reporting relationships helps us to see hierarchies and work relationships, and sometimes to identify power relationships by position, authority or seniority.

After decades of doing hundreds of investigations, I find it essential to create and use checklists and templates. These help me to ensure I have fully and accurately described my role and the investigation process to those I interview, to ensure due process and adherence to principles of natural justice, to communicate by email updates concerning progression on the investigation, to analyse evidence, structure a report, or determine what recommendations might be helpful to resolve a complaint.

The central task of the investigator is to identify patterns based on relevant evidence and match them with the evolving legal, policy and social science thresholds of what constitutes bullying and harassment. At the core of a good investigation is competence to identify, gather and assess evidence so we identify a pattern of abuse, harassment and bullying – if it exists. It is this ability to identify patterns – which others often ignore, minimize or discount – that I believe is an essential skill of an investigator. Bullying and harassment is, by definition, usually "a course of behaviour", not a single incident or even a series of incidents that in and of themselves screams "abuse". Keep in mind, harassment and bullying will often be experienced more as a ‘tonne of feathers’ rather than a tonne of bricks.

**Step back and think things over**

Patience, discipline, analysis, objectivity, facts, lack of ego, using tested and structured processes – these should drive our investigations and decision-making. Don’t let emotion, power, ego – your own or that of others – undermine how you carry out your investigation.

Plan your investigation so you are clear what evidence you need to answer essential questions: Based on the totality of the evidence, and given a balance of probabilities, am I persuaded that what is alleged occurred and that it is characterized as harassment or bullying? Do I find the evidence credible?

When you step back to plan your investigation, think of the many ‘what ifs’ that might explain what is alleged or rebutted, and use these hypotheses to develop theories of the case. Step back and figure out what evidence you need to prove or disprove the allegations. Determine who, what or where are the sources of evidence. Once you have patiently and persistently obtained the relevant evidence, analyse it to find the patterns. There is always a pattern (or patterns) that emerges, you just need to find it (or them) and then make sense of it. What is the story it tells? Or, are there competing stories? Which is the most credible?

Challenge yourself - and your preliminary analysis – by always testing your first impression. For example, think of the opposite: if this is substantiated, what evidence would exist and where/from whom would I find it? However, if these allegations are not substantiated, what would the evidence tell us?

Keep calm, step back and eventually you will be able to provide clarity and answers concerning complaints, as well as suggestions for meaningful and lasting resolutions.
Conference ‘Bullies, Bullied and Bystanders’
Call for papers

ABC - National Anti-Bullying Research and Resource Centre at Dublin City University (formerly of Trinity College Dublin) is delighted to announce its forthcoming conference entitled "Bullies, Bullied and Bystanders" from 9th-10th June 2016. The conference is jointly hosted with the Norwegian Centre for Learning Environments and Behaviours and will focus on bullying in educational environments. Members of IAWBH who are interested in exploring bullying in educational workplaces are invited to submit papers for inclusion in the conference. More details can be found at www.bully.ie

Dr. James O'Higgins Norman,
Senior Lecturer (Sociology and Equality Studies), School of Education Studies, Director, National Anti-Bullying Research and Resource Centre, Dublin City University.

Email: james.ohigginsnorman@dcu.ie
Special Edition on Bullying in the African Diaspora
Journal of Black Sexuality and Relationships
University of Nebraska

CALL FOR PAPERS!

The Journal of Black Sexuality and Relationships is announcing a call for original papers not previously published for a special edition regarding blacks, gender and bullying. Bullying which is akin to harassment puts the target in a weakened and berated position. Regardless of age or position, bullying stems from a power differential. While it is understood people regardless of race, gender age and sexual orientation face bullying, the scope of this special edition will address the experience in the African diaspora.

This special edition will add to the discourse on bullying by examining the relationships, impact or occurrence that the black community and African diaspora may encounter. Given the multi-disciplinary approach, researchers may consider how race and gender manifest in bullying behaviors in the K-12 sector, health care, government, the private sector, in cyberspace, college, the workplace, military and in community spaces. Further, essays can reflect on the representation of bullying in the sciences, politics, religion, history, anthropology, sociology, government, media and the arts.

For more information on the journal: http://www.thejbsr.com

Email submissions to three addresses:
jwadley@lincoln.edu and JBSR1041@gmail.com and Leah.hollis@morgan.edu

When emailing in subject line state: SUBJ: JBSR Submission Blacks and Bullying

Manuscripts must be accompanied by a statement that it has not been sent for publication or published elsewhere. As an author, you are required to secure permission if you want to reproduce any figure, table, or extract from the text of another source. All figures should be camera ready. Manuscripts should be double-spaced, with one inch margins (text, references, tables, and figures) and in Times New Roman, 12 points. Qualitative manuscripts should not exceed 40 pages. The manuscript files should be submitted in MS Word (Windows Vista users, please save your files as an earlier ".doc" filetype). Include (1) the manuscript title and running head; (2) all author names, affiliations, mailing addresses, and e-mail addresses (indicate the corresponding author); and (3) brief biographical paragraphs (50 words or less) describing each author’s current affiliation and research interests.
Tell us something about yourself

I am living in Pretoria that is in the Gauteng Province of South Africa. It is a beautiful city with loads of trees. The jacaranda tree, a green tree with purple flowers is seen all over Pretoria and Pretoria is therefore called the Jacaranda City. I love reading and in my spare time I love to sit outside in the garden reading any book. I can hear the birds in the trees and the sound of people laughing and children playing. This is part of unwinding after a hectic day or days away from home.

How did you become interested in workplace bullying?

I am a nurse who was working in education at the time that I started my PhD. I received a scholarship from UNEDSA (University – Based Nursing Education South Africa). They had five broad topics I could choose from to do my research on. One such a topic was violence. Seeing the workplace bullying happening in hospitals made me decide to look for solutions to workplace bullying.

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

The concept of workplace bullying was introduced to South Africa by Dr Susan Steinmann-Marais, who worked with the World Health Organisation on a case study on the prevalence of workplace bullying in the health sector. She worked with the Gauteng Department of Health at that stage and contributed in awareness and the development of a training program for healthcare workers. In 2008 she wrote a book called “Don’t Take Shit from Hyenas in the Workplace” and it created a wider awareness on the topic. Nowadays workplace bullying is becoming a popular research topic in South Africa. Studies range from human resources, law, business administration, psychology, education and nursing, which have all seen the light. It is currently a hot topic on the social media, specifically in the health industry that I monitor. The Protection from Harassment Act passed into law on 27 April 2013. Workplace bullying is not mentioned or defined specifically in the Act and in my opinion the focus is more on sexual harassment.
Bullying is still very active in South African workplaces and sadly only physical bullying is recognised as bullying behaviour. Employees are seldom self-assertive to stand up against bullies and it is my take that the submissive culture of some ethnic groups contribute towards it.

What can you tell us about your work?

I am currently the nursing manager for Healthshare Health Solutions. We manage hospitals and primary healthcare clinics for companies on a contract basis throughout Africa. We also do demand share and feasibility studies and financial models for companies wishing to open new hospitals. I am therefore visiting different hospitals and clinics in Africa.

My study focuses on the workplace bullying among nurses of a private hospital group in South Africa. A sequential mixed method methodology was used to firstly obtain quantitative data with a questionnaire followed by face-to-face interviews on nurses’ perception to workplace bullying management between nurses. The qualitative data showed a 30% workplace bullying occurrence with gossiping, delegating work outside their scope of practice and lack of information as the major contributors.

The subjects indicated that should they be the bully, the person must inform them in person but should they be bullied they want to inform their shift leader or manager and he/she should manage it.

The qualitative data is not formally analysed and confirmed by a second person yet but my involvement during the interviews and reading the transcripts numerous times already indicate that we need to address respect issues. The skills needed are verbal and non-verbal communication for all nurses. Conflict management for nurses but specifically for managers and shift leaders was mentioned. Feedback and responding to complaints of workplace bullying were considered as motivating factors to stop bullying.

Luckily I am in a position to teach numerous nurses in hospitals and clinics about workplace bullying and some skills to address the issue. I am also writing some articles for a local nurse leaders journal on specific topics to enhance their management skills e.g. teamwork and communication.

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

Hopefully once my workplace bullying management model is complete I can develop a training program to specifically address management issues on the topic. Currently my only focus is to complete my study.

Question from Ernesto Noronha: “Is neo-liberalism making a difference to workplace bullying in Africa?”

This was a very difficult question for me as I am not convinced that the African economy is moving away from government and more to the private sector. In South Africa that is only one country in Africa, things are ever changing. We moved away from the apartheid era in 1994 but we are still challenged with a lack of job creation, poverty and inequality. I am sad to say that violence is also an everyday occurrence mostly because of social issues like poverty and lack of jobs. This is spilling over from the communities into family life and into the workplace. At times I get the feeling that South Africans are getting so used to violence around them that something like workplace bullying is not seen as an
issue. From previous research done in South Africa by Susan Steinman it is clear that in the health industry physical violence is a greater risk in the public sector than in the private sector but both experience emotional bullying.

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

I chose Gísladóttir, Hildur Jakobína from Iceland

What is your question for that member?

If you were to be bullied at work yourself, how would you like it to be managed?

Thank you very much Suseth Goosen for taking part in this interview!
Adrienne Hubert (editor)
New Members

A warm welcome to our new members:

- Ali, Ingrid  Seneca College, Canada
- Bueckert, Rance, Provincial Safe Visitation Initiative, Canada
- Crockett, Linda, Alberta Bullying Research, Resources and Recovery Centre Inc, Canada
- Duff, Diane, StFXU, Canada
- Dunbar, Christopher, Bishops University, Canada
- Edan, Riste, self-employed, Canada
- Forsyth, Anthony, RMIT University, Australia
- Jorendal, Eva, Föreningen STOPP - mot kränkande särbehandling i arbetslivet, Sweden
- Kirby, David, Distress Centre Calgary, Canada
- Lambert, Caroline, The University of Melbourne, Australia
- O'Farrell, Grace, University of Winnipeg, Canada
- Omari, Maryam, Edith Cowan University, Australia
- Plachetka, Beth, Safe Harbor Counseling, United States
- Polcyn Sailer, Erin, Manitoba Civil Service Commission, Canada
- Shallcross, Linda, Workplace Mobbing Australia, Australia
- Treen, Yvonne, Ripasso Group Ltd, New Zealand
- Van den Brande, Whitney, IDEWE, Belgium

Please don’t forget to join us on LinkedIn. If you have a profile on LinkedIn, go to 'Group directory' and search for 'IAWBH' (members only).
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 September 2015. 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 September 2015 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.