



Annie Høgh  
President of IAWBH

## From the President

Dear IAWBH member

Welcome to the March issue of the IAWBH Newsletter 2015. As you may remember the next International IAWBH conference in 2016 in Auckland, New Zealand is only about a year away and the first call for papers is now on our web-site and in this issue of

the Newsletter. Deadline for abstracts is in October and I hope to see many of you at the conference next year.

Before that we have the first summer school the subject of which is: 'Formulating evidence based treatment for targets of workplace bullying' taking place in Calgary, Canada in August. Information is available in this Newsletter and you can sign up for it if you would like to attend.

In May – after the EAWOP congress in Oslo – the board is going to have our third face-to-face meeting. The other meetings were quite successful and productive so I am looking forward to the next meeting. If you have any good ideas of new initiatives that we can work with or develop over the next years please send an e-mail in the beginning of May.

If you sometimes investigate complaints about bullying you may be inspired by an article written by Catherine Burr in this Newsletter where she suggests that there are four kinds of information from witnesses that are important to obtain.

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## **International Association on Workplace Bullying and Harassment**

We have also included a link to the review article about 'PTSD as a consequence of bullying at work and at school' which was written by a Norwegian group of researchers lead by Morten Nielsen. It was requested by the Therapeutic Practitioners SIG and is published in an open access journal, so you can download it free of charge.

Finally, as always I would like to welcome the new members. I hope that you will benefit from your membership of the IAWBH.

**Best wishes,**

**Annie**



## **Election Committee Positions**

Dear IAWBH members,

We are contacting you in our role as members of the former Election Committee. As you may recall, in the latest IAWBH elections announced last Spring we did unfortunately not get any volunteers for the open Election Committee positions. At the General Assembly in June Eva Gemzøe Mikkelsen volunteered for one of the positions and was unanimously elected. However, we were still one candidate short. To our great joy another member, Roelie Mulder, has now volunteered for the other open position. However, to ensure a democratic and transparent process we would like to open up the possibility also for other interested candidates to compete for this position. Should you be interested in doing so we kindly ask you to contact the old Election committee ([denise.salin@helsinki.fi](mailto:denise.salin@helsinki.fi) or [charlotte.rayner@port.ac.uk](mailto:charlotte.rayner@port.ac.uk)) no later than April 10th. If we get additional interested candidates an election will be arranged; otherwise Roelie Mulder will be announced as a new member of the election committee alongside Eva Gemzøe Mikkelsen.

**Yours sincerely,**

**Denise Salin & Charlotte Rayner**



**2015 IAWBH Summer School,  
24th-27th August 2015, Calgary, Canada:**

**Formulating Evidence Based Treatment  
for Targets of Workplace Bullying**

**Co-ordinator: Pat Ferris [pferris@janusassociates.ca](mailto:pferris@janusassociates.ca)**

**Dates: 24th-27th August 2015**

**Location: Calgary, Alberta, Canada**

Research has established the devastating psychological, social, and health impact of workplace bullying on those who are targeted. Other lines of research and inquiry have explored factors that contribute to bullying: both organizational and individual and how to manage and prevent such dynamics from occurring. The question of what types of psycho-social treatments are effective for healing from exposure to workplace bullying has not been extensively studied despite the identification of significant difficulty in treating in this population by therapists engaged in this type of practice. Tehrani has addressed treatment to a certain extent however theoretical formulation and supporting research has been missing.

The Therapist SIG was formed to address these issues and has met since 2010. The group met briefly in Wales, 2010, for half a day in Copenhagen, 2012, and had their full day pre-conference day in Milan, 2014. To our knowledge, was the first time that a group of therapists have met for a full day to discuss diagnostic and treatment issues for workplace bullying targets/victims within a formal setting. Presentation from the inaugural interest group included Dr. Nils Mageroy, Evelyn M Field, Dr. Patricia Ferris, Dr. Marie-France Hirigoyen, Christiane Kreitlow, Miwako Wakui, and Adam Paltrech. Long standing members France, Field, Hirigoyen, Kreitlow, Wakumi, and Mageroy have volunteered many hours over the years and shared their clinical wisdom to create the first standard recommendations for treatment of targets of workplace bullying which are placed on our website.

Recognizing the need to develop sound theory and clinical evidence, this international group of practitioners joined together to commit to building theory, practice, and research alliances going forward from Milan. Out of this commitment and with support from the IAWBH, the first summer school has been born.

The purpose of the summer school is to build the necessary theoretical foundation, diagnostic and assessment formulations, and knowledge of clinical interventions for a therapist to effectively and ethically treat a target of workplace bullying.

The summer school will be launched with a keynote address for entire first half day by Dr. Kipling Williams. Dr. Williams is social psychologist who researches ostracism and is one of the editors of an academic book that summarizes research on the powerful effects of ostracism, social exclusion, rejection and bullying; four conceptually overlapping areas of research and study. His work and the work of his colleagues provide the theoretical foundation as to why and how these experiences damage people. Their fundamental proposition is that we are a species designed to survive in groups. Expulsion/rejection/abuse from such groups in early evolution meant a death sentence. The researchers contributing to this book argue that still today such dynamics are experienced as one of the greatest threats to survival and trigger powerful neural, biochemical, and behavioural reactions. These experiences are thought to be so painful because there may be a common pathway between physical pain and social excluding/rejecting experiences. These researchers state that societies' most power punishments include shunning (the Amish) and solitary confinement.

The afternoon keynote address will be delivered by Dr. Janine D'Annaballe, a relational trauma specialist who will review the neurobiology of trauma. Her session will explore treatment strategies to address the relational trauma and will provide an overarching theoretical orientation to the clinical treatment of targets of workplace bullying

Therapist SIG members with long-term experience in treating targets of workplace bullying will subsequently share their research and wisdom. The second day will be devoted to providing education on the essentials of treatment including how to assess, diagnose, and formulate a treatment plan. An overview of medical treatment and recommended medications will be provided. Current interventions developed to treat targets will be discussed as well as the standard treatment protocol developed by the SIG group.



**IAWBH** **Janus** **MOUNT ROYAL UNIVERSITY**

International Association on Workplace Bullying and Harassment  
Presents  
**The Inaugural Summer School**

**Formulating Evidence Based Treatment for Targets of Workplace Bullying**

The IAWBH has chosen outstanding faculty to be invited to the school on the topic of treating those who have experienced workplace bullying and have suffered psychological injury. The Therapeutic Special Interest Group of the IAWBH has members who develop research, assess, and write articles. Wisdom gained from treating this population. Clinicians find that this population often presents complex clinical challenges. These individuals have avoided us unless constant treatment (personals) are implemented. The Summer School will focus on providing a theoretical foundation for treatment, understanding diagnostic issues and challenges and providing treatment systems to help these individuals process. Complex cases will be discussed and discussed.

**Confirmed faculty includes:**

- Dr. Marie Innes (Ipswich)** - psychological and social... *Dr. Marie Innes (Ipswich)*
- Bridie Phil (PWT)** - research... *Bridie Phil (PWT)*
- Dr. Kipling Williams** - research... *Dr. Kipling Williams*
- Patricia A. PWT** - research... *Patricia A. PWT*
- Dr. Janine D'Annaballe** - research... *Dr. Janine D'Annaballe*

**The school will be held at**  
**Mount Royal University in**  
**Calgary, Canada,**  
**August 24-27, 2015**

**Fees: \$400 (IAWBH members)**  
**\$500 (non-members)**

*Seats are limited, early registration is encouraged*

**The Registration form is available from**  
**Pat Formis at [pformis@janusassociates.ca](mailto:pformis@janusassociates.ca)**

**Please visit the IAWBH website at**  
**[www.iawbh.org](http://www.iawbh.org).**

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Organized by **Marie Innes** © 2015



## International Association on Workplace Bullying and Harassment

Next, complex cases including damaged beliefs, rumination, paranoia and cultural aspects of the experience of being targeted will be delivered by members such as Pat Ferris, Evelyn Field, Christiane Kreitlow, Marie-France Hirigoyen, Nils Magerøy, and Miwako Wakumi. Other participants have been invited to present papers based on their clinical experiences.

The final afternoon will be spent in summarizing the information received, establishing practice/clinical alliances and developing proposed research studies. The outcome will be a group of practitioners armed with the most current theory and practice techniques and interventions. As a result, the pain and suffering of those targeted will be addressed from a theoretical and evidence based perspective that provides the hope of recovery to targets of workplace bullying.

**The Summer School is being sponsored by the IAWBH, Mount Royal University and Janus Associates Psychological Services. It is being held in Calgary, Alberta, Canada August 24-27, 2015. Seats are limited to provide in depth interaction with the instructors and participants.**

**For further information please contact Pat Ferris at [pferris@janusassociates.ca](mailto:pferris@janusassociates.ca)**

**To download the poster or to subscribe please go to: <http://www.iawbh.org/summer-school>**



Pat Ferris



**10th International Conference on  
Workplace Bullying and Harassment  
– In the Pursuit of Healthy and Sustainable Work for all –**

The Local Organising Committee is pleased to announce that the call for papers is now open.

The conference will be held in Auckland, New Zealand from April 20th – 22nd 2016 at the Hilton Hotel. The Pre-conference Doctoral Workshop and Special Interest Groups will be held on April 19th at AUT University.

Further information about the conference can be found at [www.bullying2016.com](http://www.bullying2016.com). For all the latest conference updates you can follow @IAWBH2016 on Twitter.

Please join us for the 10th IAWBH Conference in the beautiful 'City of Sails'. The central Auckland conference venue will put you 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.

Best Wishes,

Bevan Catley  
Chair, LOC IAWBH2016.

# WORKPLACE BULLYING

and Harassment 2016

## Call for Papers

We are pleased to invite submissions to the  
**10<sup>th</sup> International Conference on Workplace Bullying and Harassment**  
- In the Pursuit of Healthy and Sustainable Work for all -

[www.bullying2016.com](http://www.bullying2016.com)

@IAWBH2016

20<sup>th</sup>– 22 April 2016

Hilton Hotel, Auckland, New Zealand

Pre-Conference Doctoral Workshop and Special Interest Groups – Tuesday 19<sup>th</sup> April 2016

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.

Please join us for the 10th IAWBH Conference in the beautiful 'City of Sails'. The central Auckland conference venue will put you 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.

### Submissions

Abstracts (350-500 words maximum) are invited from academics and practitioners. All submissions 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](http://www.bullying2016.com).

**Submission Deadline:** Friday 30th October 2015

**Notification of Acceptance:** Monday 14th December 2015

### 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





Denise Salin

## Literature update

In the newsletter we publish titles of research publications that have recently been published. The complete publication list can be found at our website: <http://www.iawbh.org>.

Denise Salin is updating the literature list during Elfi Baillien's maternity leave. The list focuses on international publications in English or providing an English abstract. Is there a publication missing from the list? 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 and on the webpage. Please send your suggestions to Denise; e-mail: : [Literature-events@iawbh.org](mailto:Literature-events@iawbh.org)

## Latest research publications

### 2015

Bergbom, B., Vartia-Vaananen, M., & Kinnunen, U. (2015). Immigrants and natives at work: exposure to workplace bullying. *Employee Relations*, 37(2), 158-175.

D'Cruz, P. & Noronha, E. (2015). Ambivalence: Employee responses to depersonalized bullying at work. *Economic and Industrial Democracy*, 36(1), 123-145.

Easteal, P., Judd, K., & Holland, K (2015). Enduring themes and silences in media portrayals of violence against women. *Women Studies International Forum*, 48, 103-113.

Einarsen, S. & Nielsen, M. (2015). Workplace bullying as an antecedent of mental health problems: a five-year prospective and representative study. *International Archives of Occupational and Environmental Health*, 88(2), 131-142.

Fox, S. & Cowan, R (2015). Revision of the workplace bullying checklist: the importance of human resource management's role in defining and addressing workplace bullying. *Human Resource Management Journal*, 25(1), 116-130.

Loerbroks, A., Weigl, M., Li, J., Glaser, J., Degen, C., & Angerer, P. (2015). Workplace bullying and depressive symptoms: A prospective study among junior physicians in Germany. *Journal of Psychosomatic Research*, 78(2), 168-172.

Nielsen, M.B., Tangen, T., Idsoe, T., Matthiesen, S.B., & Magerøy, N. (2015). Post-traumatic stress disorder as a consequence of bullying at work and at school. A literature review and meta-analysis. *Aggression and Violent Behavior*, 21, 17-24.

O'Donnell, S.M & MacIntosh, J.A. (2015, online ahead of print). Gender and workplace bullying: Men's experiences of surviving bullying at work . *Qualitative Health Research*. Doi: 10.1177/1049732314566321

Paull, M. & Omari, M. (2015). Dignity and respect: Important for volunteers too! *Journal of Equity, Diversity and Inclusion an International Journal*, 34(3).

Salin, D. (2015). Risk factors of workplace bullying for men and women: the role of the psychosocial and physical work environment. *Scandinavian journal of psychology*, 56(1), 69-77.

Soydan Soylu, S & Sheehy-Skeffington, J (2015, online ahead of print). Asymmetric inter-group bullying: The enactment and maintenance of societal inequality at work. *Human Relations*. Doi: 10.1177/0018726714552001

Thirlwall, A. (2015). Organisational sequestering of workplace bullying: Adding insult to injury. *Journal of Management & Organization*, 21(2), 145-158.

Trepanier, S-G, Fernet, C. & Austin, S. (2015). A longitudinal investigation of workplace bullying, basic need satisfaction, and employee functioning. *Journal of Occupational Health Psychology*, 20(1), 105-116.

## 2014

Astrauskaite, M., Kern, R.M., & Notelaers, G. (2014). An individual psychology approach toward underlying factors of workplace bullying. *Journal of Individual Psychology*, 70(3), 220-244.

Cooper-Thomas, H., Bentley, T., Catley, B., Gardner, D., O'Driscoll, M., & Trenberth, L. (2014). The impact of bullying on observers and targets. *New Zealand Journal of Human Resource Management*, 14(2), 82-95.

Fahie, D. (2014). Blackboard bullies: workplace bullying in primary schools. *Irish Educational Studies*, 33(4), 435-450.

French, B., Boyle, M. V., & Muurlink, O. (2014). Workplace bullying in Australia: The Fair Work Act and its impact. *New Zealand Journal of Human Resource Management*, 14(2) 69-81.

Gullander, M., Hogh, A., Hansen, A-M et al. (2014). Exposure to workplace bullying and risk of depression. *Journal of Occupational and Environmental Medicine*, 56(12), 1258-1265. (web)

Hansen, A.M., Hogh, A., Garde, A.H., Persson, R. (2014). Workplace bullying and sleep difficulties: a 2-year follow-up study. *International Archives of Occupational and Environmental Health*, 87(3), 285-294.

MacIntosh, J., Wuest, J., & Bulman, D. (2014). Sustaining men's sense of self after workplace bullying. *New Zealand Journal of Human Resource Management*, 14(2), 57-68.

Olsen, H. (2014). Beyond definition: Moving towards effective interventions that stop workplace bullying. *New Zealand Journal of Human Resource Management*, 14(2) 96-103.

Paull, M. & Omari, M. (2014). Organisational mis(behaviour) of volunteers: Profiles and perspectives. In M. Oppenheimer & J. Warburton (Eds.), *Volunteering: Australian perspectives*. The Federation Press: Leichhardt, NSW.

Skogstad, A., Aasland, M., Nielsen, M., Hetland, J., Matthiesen, S.B. & Einarsen, S. (2014). The relative effects of constructive, laissez-faire, and tyrannical leadership on subordinate job satisfaction: Results from two prospective and representative studies. *Zeitschrift fur Psychologie*, 222(4), 221-232.

Skogstad, A., Hetland, J., Glasø, L. & Einarsen, S. (2014). Is avoidant leadership a root cause of subordinate stress? Longitudinal relationships between laissez-faire leadership and role ambiguity, *Work & Stress: An International Journal of Work, Health & Organisations*, 28(4), 323-341.

Standen, P., Paull, M. & Omari, M. (2014). Managing workplace bullying: Propositions from Heider's Balance Theory. *Journal of Management and Organization*, 20(6), 733-748.

Thirlwall, A. (2014). Targets' construction of workplace bullying: An empirically derived model of the workplace bullying process. *The New Zealand Journal of Human Resources Management*, 14 (1).

## **Reports**

Conduct becoming: Why the Royal Canadian Mounted Police must transform its culture. Final report of the Standing Senate Committee on National Security and Defence. 2013. <http://www.parl.gc.ca/Content/SEN/Committee/411/secd/rep/rep14jun13-e.pdf>

Shattered Dreams: Addressing Harassment and Systemic Discontent within the RCMP. [http://liberalsenateforum.ca/wp-content/uploads/2014/12/Shattered-Dreams\\_Final.pdf](http://liberalsenateforum.ca/wp-content/uploads/2014/12/Shattered-Dreams_Final.pdf).



## **Upcoming Events**

NIVA: Sixth International Course on Bullying and Harassment at Work  
14 - 17 June 2015, Stockholm, Sweden  
<http://www.niva.org/courses/view-55033-3327#/view-55033-3327>

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

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/>

## Post-traumatic stress disorder as a consequence of bullying at work and at school

Morten Birkeland Nielsen, Tone Tangen, Thormod Idsoe, Stig Berge Matthiesen,  
Nils Magerøy

In 2010, The Special Interest Group of Therapeutic Practitioners requested that the Board of the IAWBH considers submitting a position statement on behalf of the Association to the American Psychiatric Association which proposes that bullying are included within Criterion A of the new Diagnostic and Statistical Manual (DSM-5). In the meeting an approach to the ICD committee was also suggested. IAWBH should put up a comprehensive proposal which included summaries of the relevant literature as the ICD committee was not in a position to read each paper. In response to this request a group of researchers agreed to conduct a literature review and meta-analysis which summarize the existing research on relationships between bullying and posttraumatic stress disorder. This review paper has now been published in the *Aggression and Violent Behavior* as an open access publication, something which means that the paper can be downloaded for free for everyone interested. The authors would like to thank the IAWBH for supporting the open access publication of the article.

### Link to article:

<http://www.sciencedirect.com/science/article/pii/S1359178915000026>

### Abstract:

Bullying has been established as a prevalent traumatic stressor both in school and at workplaces. It has been claimed that the mental and physical health problems found among bullied persons resembles the symptomatology of Post Traumatic Stress Disorder (PTSD). Yet, it is still unclear whether bullying can be considered as a precursor to PTSD. Through a review and meta-analysis of the research literature on workplace- and school bullying, the aims of this study were to determine: 1) the magnitude of the association between bullying and symptoms of PTSD, and 2) whether the clinical diagnosis of PTSD applies to the consequences of bullying. Altogether 29 relevant studies were identified. All had cross-sectional research designs. At an average, 57% of victims reported symptoms of PTSD above thresholds for caseness. A correlation of .42 (95% CI: .36-.48;  $p < .001$ ) was found between bullying and an overall symptom-score of PTSD. Correlations between bullying and specific PTSD-symptoms were in the same range. Equally strong associations were found among children and adults. Two out of the three identified clinical diagnosis studies suggested that bullying is associated with the PTSD-diagnosis. Due to a lack of longitudinal research and structural clinical interview studies, existing literature provides no absolute evidence for or against bullying as a causal precursor of PTSD.

## Investigating Complaints of Harassment and Bullying: Four kinds of information from witnesses

"Everything should be made as simple as possible, but not simpler," is a wise observation attributed to Albert Einstein. Some years ago I started to provide a simple explanation to witnesses I was interviewing as part of gathering evidence in workplace harassment and bullying complaint investigations. As a neutral third-party external investigator I find that orienting witnesses to these four kinds of information is helpful as I try to clarify allegations. It seems to prompt a quick and clear understanding of what is expected of them. It also signals the care I take to identify the sources of their information, and that of others I interview. This helps to establish the credibility of my investigation, but also lets me test the credibility of what they tell me.



Catherine Burr

I hold up the four fingers of my left hand and state (indicating my index and middle fingers), "The first two types of information are the most important. First, I want to know your own direct experience – what happened to you, if anything did. Second, and equally important, it didn't happen to you, but you were there and you saw or you heard whatever took place. You witnessed it. So, whether it happened to you directly or you witnessed it, I want to know as it will be helpful as I clarify the issues I'm investigating." (Often I do not use the jargon of "investigation" or "evidence" or "testing credibility". Instead, I talk about "looking into things", "that they may be able to shed some light on the matters I'm inquiring into", "clarifying", "information", "what you recall of your experience", and trying to "determine what I can trust or find believable".)

I then go on to contrast the other two types of information, referring to "The third

and fourth types of information I will also ask you." (Depending on whom I am interviewing and why, I will say, "I may ask", especially concerning the fourth category.) However, I am much more cautious about these kinds of information. The third kind of information (I indicate my ring finger), didn't happen to you directly (first finger is reinforced), and you didn't witness it (second finger). Someone told you this information or, indeed, it may be gossip or rumour. You can understand why I'm cautious about this kind of information. It's what we call 'hearsay'. But, if this information might be relevant to what I'm looking into then I want to know about it because perhaps I can then identify who I should talk to who experienced it directly or may have witnessed it. So, the third kind of information may be a helpful step for me to identify who else I should interview. Even if what you may know is 'hearsay', please tell me, but tell me how you know of it."



## International Association on Workplace Bullying and Harassment

“Finally, the fourth type of information I may ask you – and that’s your opinion. But, I will treat it as your opinion. It may be your take on something, your perspective, your thoughts, your ideas. I treat this information quite differently from the other information – and I’m especially cautious about it – as I regard it entirely as your opinion. However, it may be helpful to me to provide context, background information, ideas on how to clarify or resolve these matters, or perspectives that may help me as I carry out the investigation.”

I summarize by asking witness to please keep these four kinds of information in mind as I interview them. I ask them if they have any questions. I tell them I have both general and specific questions I want to ask them. The interview unfolds from there.

Try your own version of this simple technique. It may help you to sort through the sources of the evidence you are given by witnesses. It helps to orient the witness. It provides some transparency to the interview process. It likely helps to establish the credibility of the investigation and how their evidence – and that of others – will be considered.

When might I not use this technique? If I have reason to believe a witness will manipulate their evidence, then I may be less open to a transparent process.

**Prepared by: Catherine Burr**

Complaints Investigation Specialist, Workplace consultant

London, Ontario, Canada

[cburr@sympatico.ca](mailto:cburr@sympatico.ca)

## **Sixth International Course on Bullying and Harassment at Work**

### **Date and venue**

**14 - 17 June 2015, Grand Hotel Saltsjöbaden, Stockholm, Sweden**

### **Course leaders**

**Ståle Einarsen, University of Bergen**

**Helge Hoel, University of Manchester**

**Maarit Vartia, Finnish Institute of Occupational Health**

*Bullying and harassment at work is widely recognised as a serious safety and health problem in working life.*

Based on the most recent research, the course will update the participants' knowledge on the causes, risk factors and consequences of bullying at work. The course will also discuss the strategies for the prevention and management of bullying and harassment at work. Special focus will be on the management of bullying at work, on legal matters and investigation of cases, as well as on treatment of targets of bullying.

The course will also give the participants a forum and an opportunity to explore and discuss the issue with people who work in different roles for the prevention and management of bullying and harassment.

Please visit the [course home page](#) for more information.

## Who is....?

*In this column members of IAWBH may present themselves in a snow-balling 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.*

*Bevan Catley from New Zealand who presented himself in the last newsletter chose **Ernesto Noronha** from India as the member to be interviewed in this newsletter.*



Ernesto Noronha

### Tell us something about yourself

Basically, I am social scientist with an interdisciplinary background. Currently, I am Professor of Organizational Behaviour at the Indian Institute of Management Ahmedabad, India, which is the country's best business school. We offer post-graduate and doctoral degrees and I teach courses on work and employment and research methods in both programmes.

Ahmedabad is located in the centre of India, towards the West, and has long history. It has the remains of an Indus Valley civilization site about 80 kilometres away while also housing the more recent Gandhi Ashram. There are many temples, mosques and other historical spots in and around Ahmedabad. Further, it is also an industrial town that was known for its textile industries and entrepreneurial orientation. Currently, all industrial sectors can be found here including pharma, manufacturing and IT. I enjoy photographing life in Ahmedabad (and also elsewhere as I travel), apart from playing various sports such as cricket, tennis, basketball and badminton.

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

My research interests in industrial relations led me to focus on workplace bullying. Industrial relations, as you know, is concerned with worker rights, dignity and well-being, and hence coheres with the endeavour to eliminate bullying from workplaces and establish respectful work environments. Bullying is associated with vulnerability, powerlessness and exploitation which are on the agenda of worker movements, labour activists and trade unions. I interact closely with such parties and hence combine my academic interests with a strong field involvement.

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

Research on workplace bullying in India has been fairly recent starting with Premilla D'Cruz's work, of which I have been a part in some studies.

Now, there is more interest with quite a few doctoral students across the country showing an inclination to study the phenomenon. Studies on abusive supervision are also underway.

India is a very complex society socially and hence there are social groups, differences, conflicts, discrimination, etc., which have been studied from various disciplinary perspectives such as sociology, anthropology, psychology, law, etc. Mainly these endeavours have looked at discrimination like gender-related, caste-related or religious discrimination. Or they have examined hierarchy which is part and parcel of Indian society. Adopting the lens of workplace bullying, abusive supervision, incivility, power distance, etc., is more recent and enriches the existing conceptualizations through alternative theoretical bases.

India does not yet have a law on workplace bullying per se but it has many laws linked to discrimination and employee rights which provide recourse to targets. Yet labour-related litigation is not common in India due to exorbitant costs, protected timelines, limits to objectivity, etc. The context of misbehaviour decides the course of action a target would like to take. Very broadly, blue-collared workers may seek union intervention while white-collared employees may try informal redressal processes or simply quit. Many firms these days, due to the influence of globalization, do have codes of conduct or anti-bullying policies as well as helplines, ethics committees, etc., though not all targets feel confident about these avenues due to intra-organizational political processes which can be a little more pronounced due to the social dynamics of the country.

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

Apart from workplace bullying in which de-personalized bullying appeals to me the most, my interests are in collectivization, offshoring and diversity. One area I am currently involved in is studying various aspects of India's offshoring industry, namely, global production networks, the nature of knowledge work and attempts at union action. Another area I actively interface with is India's informal sector – this is critical to understanding India socially, economically and politically since it is the backbone of India's economy and the home to over 85% of India's workforce. In fact, sections within the informal economy are rife with violence, abuse and exploitation. I interact with workers/employees as well as unionists and activists of both the sectors not just to document the trajectory of collectivization but to ideate about and support their efforts.

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

Nationally, I hope to contribute to deeper sociocultural insights into workplace bullying. I believe that through this, interventions and actions better suited to and hence more effective in addressing the problem can be developed. Already the work that Premilla and I have done supports workers/employees and their representative organizations since it gives them bases for various claims, awareness about available provisions, etc. Internationally, I hope that our work not only adds on to efforts to eliminate workplace bullying contributing to global initiatives but also enhances and sharpens scholarship within the field.

**Question from Bevan Catley: “Time and resources aside, what would be your ‘dream’ research project to investigate workplace bullying in your local context?”**

Ideally, I would love to study workplace bullying in all its manifestations across a myriad Indian contexts. As I mentioned earlier, India is so complex socially, that being able to address workplace bullying necessarily means understanding the phenomenon as it plays out against gender, caste, class, region, religion, etc., as well as formal and informal economic sectors. While this is an enormous project, it would tease out how plurality pans out in India where diversity and hierarchy interface. I believe that insights from such an endeavour would be critical in providing cues to tackling the problem in my country.

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

I choose Suseth Goosen from South Africa.

**What is your question for the member?**

Is neo-liberalism making a difference to workplace bullying in Africa?

**Thank you very much Ernesto Noronha  
for taking part in this interview!  
Adrienne Hubert (editor)**



## **New Members**

A warm welcome to our new members:

- Benoit, Suzanne; Benoit Consulting Services; Maine, United States
- Collins, Shelley; Just Resources International Ltd; United Kingdom
- Crockett, Linda; Alberta Bullying Research, Resources and Recovery Centre Inc; Canada
- French, Ben; Griffith University; Australia
- Gísladóttir, Hildur Jakobína; Officium ehf; Iceland
- Jackson, Jerlando; Wisconsin's Equity and Inclusion Laboratory; United States
- Neall, Annabelle; University of South Australia; Australia
- Plachetka, Beth; Safe Harbor Counseling; United States
- Ross, Alison; Australian Nursing and Midwifery Federation (Victoria Branch); Australia
- Schulz, Laurie; Barnabas and GOA; Canada

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 June 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 June 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.