



Annie Høgh
President of IAWBH

From the President

Happy New Year 2016

Dear IAWBH member

Welcome to this last Newsletter of 2015. First I would like to thank all board members for the great job they have done during 2015 taking care of their different tasks. And thank you also to all the members who contributed to the Newsletter and discussion fora and shared your work or thoughts with the rest of us. A special thank you to Pat Ferris and her organising committee for the first summer school of the IAWBH. It was a great success and if other members should like to organise a summer school in 2017, please see the call in this issue of the Newsletter and on our website.

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Editor: Adrienne Hubert

page

Content:

page

From the Board

- From the President 1
- 2017 Summer School Call 3
- 10th IAWBH Conference 4
- PhD seminar in Auckland 6
- SIG-meetings 7
- Literature update 9
- Upcoming events 12

Members' corner

- Dissertation on workplace mobbing and bystander behavior 13
- Toward a better understanding of bystander behavior (summary) 14
- When is a bully not a bully? 16
- Workplace Abuse. Incivility and Bullying. Methodological and cultural perspectives 18
- The 3 most influential works (Katherine Lippel) 19
- Who is...? Betty Driessen 21
- New members 23
- Next newsletter and guidelines 24

Elections 2016: As you may remember we had a call for candidates for the board and other posts in the fall of 2015. Thank you to the election committee for taking care of this. Deadline was in December and status at the moment is that we have candidates for all posts except for one post for reserve member of the board. If you would like to stand for that you can find the election form on our website which you fill in at send it to the election committee (their e-mail addresses are on the form). This means that we will not have an election this time since there is only one candidate for each post. The new board and committee members will present themselves in the next Newsletter.

Once again the editor and contributing members have put together an interesting Newsletter. Please have a look inside.

Many new members have joined the IAWBH. I welcome you all and I hope that it will prove worthwhile for you to be members. Among other things you may find new knowledge and inspiration in our literature updates and abstracts in the newsletter and the literature bank on our website.

All the best for the coming year. I will be looking forward to seeing the members who are going to attend the conference in Auckland. I hope that 2016 also will be a fruitful year in generating new knowledge on how to prevent and combat workplace bullying.

Best wishes,

Annie Høgh

President

IAWBH Summer School 2017

Call for Proposals

The International Association of Workplace Bullying and Harassment aims to facilitate research and practice in the field of workplace bullying and harassment. This is reflected in our biennial conference that joins many academics and practitioners in their interest in this fascinating topic. Another avenue that has now been made possible by the growth of members, is to support initiatives that contribute to increased knowledge and better practices in the field.

In this respect, IAWBH offers its members the opportunity to apply for funding to organize a Summer School 2017: a small-scale research or practice-oriented meeting with the explicit aim to stimulate knowledge regarding important aspects in the workplace bullying and harassment field. The Summer School explicitly stands for 'growth' and is not profit-oriented. It will focus on a particular topic that stimulates more challenging research (for example, new statistical techniques or complex research designs), furthers good practices (for example, conflict management techniques or reintegration of victims) or both. It aims to stimulate contact between IAWBH members and bullying researchers/practitioners from all over the world, contributing to a broader network for individual researchers or practitioners. To this aim, IAWBH provides a sponsorship of (max) GBP 3000.

Are you interested in organizing such a Summer School? Please submit your proposal to the IAWBH Board (Summer-school@iawbh.org) before 28 February 2016. You may read the application guidelines at: <http://www.iawbh.org/Summer-School-Call-2017>



10th International Conference



19-22 April 2016
Hilton Hotel, Auckland, New Zealand
bullying2016.com [@IAWBH2016](https://twitter.com/IAWBH2016)

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 rainforest and the magnificent Hauraki Gulf.

The Local Organising Committee (LOC) are delighted with the response to the recent call for papers.

The reviewing of the almost 150 paper and workshop submissions is almost complete. The LOC are on track to provide author notifications from the 14th of December 2015.

10th International Conference



The LOC have secured a discounted rate for those delegates travelling to Auckland on Air New Zealand. See the conference website for more details.

You can stay up-to-date with conference news and announcements via the website (www.bullying2016.com) or Twitter (@IAWBH2016).

Key Dates

- 19 April 2016: Pre-Conference Special Interest Groups and PhD Seminar
Location: AUT University City Campus.
- 20-22 April 2016: 10th International Conference on Bullying and Harassment
Location: Hilton Hotel.

**PhD seminar on workplace bullying and harassment
in Auckland NZ
on 19th April, 2016**

The Board of the IAWBH is proud to announce a PhD seminar to be held in connection with the 10th International Conference on Workplace Bullying and Harassment in Auckland, New Zealand, on the 19th. of April 2016, from 0900 to 1600. The seminar follows the tradition and success from earlier conferences in Cardiff (2010), Copenhagen (2012) and Milan (2014) and invites all PhD students in our field to join us for a day of lectures by well-known and experienced researchers in the field, discussions of important issues on the field, methodological in-put and the possibility to discuss ones own project with other PhD students and senior researchers in the field.

The seminar is sponsored by the Board and includes a light lunch. The seminar hours are 0900-1600. Participation at the seminar is free of charge for all PhD students who are attending the Auckland conference. The seminar takes place at the AUT University City Campus in Auckland.

The seminar will be hosted by Prof. Ståle Einarsen from the University of Bergen in Norway on behalf of the Board of the International Association on Workplace Bullying and Harassment.

To attend the seminar please send an e-mail with your registration and the working title of your PhD project to stale.einarsen@psysp.uib.no.



Ståle Einarsen

SIG Meetings

Kia ora (a Maori greeting) – just getting you ready for your next conference in New Zealand 20 April, this year.

As with previous years, IAWBH is inviting you to Special Interest Group meetings on Tuesday 19 April, the day before the conference officially starts. This is a great chance to network with people from across the globe who are working in areas of research or practice similar to your own.

The SIG meetings provide an informal space for people to discuss and share their issues, findings and thoughts in a supportive environment, with others with the same areas of expertise. While some SIG meetings have more formal papers, most provide the opportunity for more informal debate, exploration and discussion for their attendees.

The SIGs convenors that have indicated that there will be meetings are:

- Dynamics of Power, Convenor Hadyn Olsen, 2 hours
- Legal Issues, Convenor Katherine Lippel, half day
- Organisational Influences, Convenor Susan Johnson, 2 hours
- Risk Management, Convenor Carlo Capponecchia, 10.00 am – 5.00 pm
- Therapists, Convenor Evelyn Field, 10.00 am – 5.00 pm

If you wish to find out more about the planned programme for the above meetings, please contact the convenor directly. The shorter meetings will take place in the afternoon.

The convenors of the following SIGs have not been able to confirm their attendance in New Zealand, so if any members have an interest in hosting the meeting, please let me know.

- Organisational Practitioners
- Emotions and Personality
- Trade Unions
- Research Collaboration

The role of the convenor for the meeting is to chair the meeting and to identify the amount of time that you think would be most suitable for the gathering. Most SIGs in previous years have taken between 2 – 4 hours. Another opportunity for SIGs to come together is an informal dinner on day one of the conference, although some SIGs chose to do this on the Tuesday at the Milan conference.

We look forward to seeing you in New Zealand / Aotearoa in less than four months time.

Shayne Mathieson, SIG Coordinator
shayne.mathieson@clear.net.nz



Pre-Conference Therapist SIG full day meeting

Following the first full day pre-conference meeting in Milan, (2014) and the successful Summer School in Calgary (2015), the Therapist Special Interest Group, (SIG) part of the International Association on Workplace Bullying and Harassment (IAWBH) will be organizing another pre-conference day on Tuesday 19th April, 2016 at the AUT University City Campus.

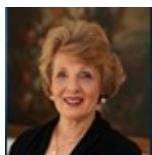
The first half of the day will focus on ethical and diagnostic issues, including pre-morbid functioning and injuries, while the second half will focus upon treatment challenges.

In line with our previous conference, we invite therapists to submit papers for the day and offer suggestions for the format, e.g., World cafe (www.theworldcafe.com) debate challenging issues e.g. bullying and trauma, case presentation, new research.

As some therapists intend to visit Australia, the Therapist SIG is planning a one day meeting in Melbourne at a recently established rehabilitation hospital in the week following the Conference. This will feature international experts including Dr Marie France Hirigoyen, Dr Pat Ferris, Christiane Kweitlow, Evelyn M Field and Australian experts on relational trauma and bullying legislation.

Please contact

Evelyn M Field OAM (efield@bullying.com.au)



or

Dr Pat Ferris (pferris@janusassociates.ca)



for further information.

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.



Elfi Baillien

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. Please send any new publications of yours that you wish to include to Elfi; e-mail: <Elfi.Baillien@kuleuven.be>

Recent research publications

Bavik, A., & Bavik, Y. L. (2015). Effect of employee incivility on customer retaliation through psychological contract breach: The moderating role of moral identity. *International Journal of Hospitality Management*, 50, 66-76.

Bozeman, J., & Hershcovis, M. S. (2015). The Role of the Victim and the Perpetrator-Victim Relationship in Understanding Workplace Aggression. *Bullies in the Workplace: Seeing and Stopping Adults Who Abuse Their Co-Workers and Employees*, 63.

Durniat, K. (2014). Socio-organizational mechanisms of institutional exclusion—a challenge for multicultural organizations. *Journal of Intercultural Management*, 6(4-1), 215-231.

Harwood, S. (2015). Gendering Change: how to engage men with women in building gender equality in masculinist workplaces. In M. Flood & R. Howson (Eds). *Engaging Men in Building Gender Equality* (p 202-2011). Cambridge Scholars Publishing.

Glambek, M., Skogstad, A., & Einarsen, S. (2015). Do the bullies survive? A five-year, three-wave prospective study of indicators of expulsion in working life among perpetrators of workplace bullying. *Industrial health*.

Hollis, L. (2015) Bully University? The Cost of Workplace Bullying and Employee Disengagement in American Higher Education. *Sage Open. April-June 2015. 1-11.* DOI: 10.1177/2158244015589997

Hollis, L. P. (2014). Lambs to Slaughter? Young People as the Prospective Target of Workplace Bullying in Higher Education. *Journal of Education and Human Development, 3(4)*, 45-57. DOI: 10.15640/jehd.v3n4a4

Kara, D., Kim, H., & Uysal, M. (2015). The effect of manager mobbing behaviour on female employees' quality of life. *Current Issues in Tourism, 1-15*.

Nielsen, M. B., Hoel, H., Zapf, D., & Einarsen, S. (2015). Exposure to Aggression in the Workplace. *The Wiley Blackwell Handbook of the Psychology of Occupational Safety and Workplace Health*, 205.

Magee, C., Gordon, R., Robinson, L., Reis, S., Caputi, P., & Oades, L. (2015). Distinct workplace bullying experiences and sleep quality: A person-centred approach. *Personality and Individual Differences, 87*, 200-205.

Nielsen, M. B., Nielsen, G. H., Notelaers, G., & Einarsen, S. (2015). Workplace bullying and suicidal ideation: a 3-wave longitudinal Norwegian study. *American journal of public health, 105(11)*, e23-e28.

Omari, M., & Paull, M. (Eds.). (2015). *Workplace Abuse, Incivility and Bullying: Methodological and cultural perspectives*. Routledge.

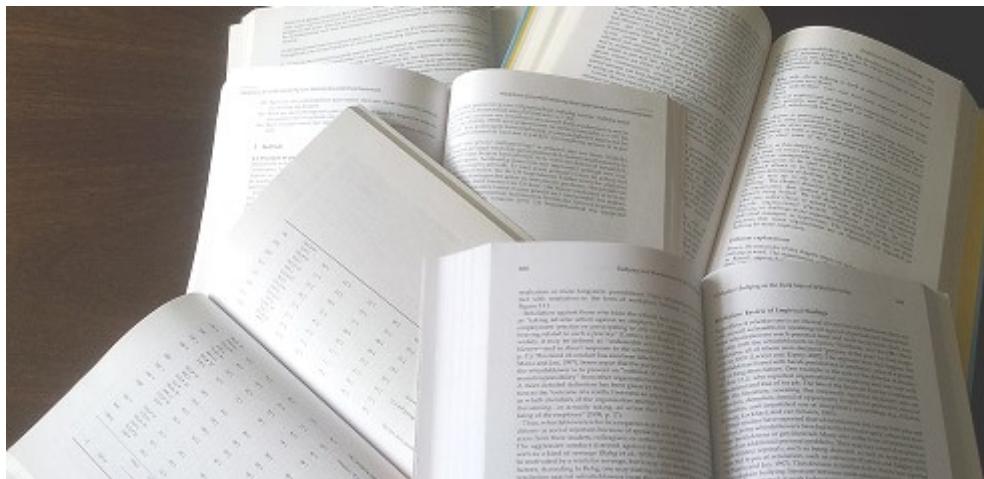
Piotrowski, C. (2015). Adult Bully Syndrome: A Bibliometric Analysis on Concordance with Personality Disorder Traits. *Journal of Instructional Psychology, 42(1)*, 1-3.

Rousseau, M. B., Eddleston, K. A., Patel, P. C., & Kellermanns, F. W. (2015). Organizational Resources and Demands Influence on Workplace Bullying. *Journal of Managerial Issues, 26(3)*.

Samnani, A. K., Boekhorst, J. A., & Harrison, J. A. (2015). Institutional- level bullying: Exploring workplace bullying during union organizing drives. *Journal of Occupational and Organizational Psychology*.

Spector, P. E., Yang, L. Q., & Zhou, Z. E. (2015). A longitudinal investigation of the role of violence prevention climate in exposure to workplace physical violence and verbal abuse. *Work & Stress*, 1-16.

Warszewska-Makuch, M., Bedyńska, S., & Żołnierczyk-Zreda, D. (2015). Authentic leadership, social support and their role in workplace bullying and its mental health consequences. *International Journal of Occupational Safety and Ergonomics*, 21(2), 128-140.



Upcoming Events

18th International Conference on Occupational Health and Safety

1-2 March 2016

Miami, USA

<https://www.waset.org/conference/2016/03/miami/ICOHS>

European Association of Occupational Health Psychology Conference

11-13 April 2016

ATHENS, Greece

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

10th International Conference on Workplace Bullying and Harassment

19-22 April 2016, Auckland, New Zealand

<http://www.bullying2016.com>

4th International Conference on Well-being at work

29 May – 1 June 2016

Amsterdam, The Netherlands

<http://www.wellbeingatwork.nl>

2016 Annual Meeting of the Academy of Management

5 – 9 August 2016

Anaheim, California – US

<http://aom.org/EventDetail.aspx?id=543>



Picture: Maria Chiara Gugliari

Dissertation on workplace mobbing and bystander behavior

On the 20th of November Roelie Mulder has successfully defended her PhD thesis. You may read a summary of her dissertation on the next page. Roelie Mulder is a member of the IAWBH election committee and was SIG convenor of the Organization influences and bystanders SIG for a couple of years.

The IAWBH Board congratulates her with receiving her doctoral degree.



Roelie Mulder



Workplace mobbing: Toward a better understanding of bystander behavior (summary)

Prepared by: Roelie Mulder

Bystanders are, together with victims and perpetrators, part of the triad involved in workplace mobbing (Namie & Lutgen-Sandvik, 2010; Paull, Omari, & Standen, 2012; Twemlow, Fonagy, & Sacco, 2004). They can therefore also influence possible solutions. It is necessary to find solutions because, as we know, the costs associated with workplace mobbing are substantial (Hoel, Sheehan, Cooper, & Einarsen, 2011), and the consequences for victims can be devastating (Hogh, Mikkelsen, & Hansen, 2011). The thesis therefore examined antecedents of bystander behavior toward victims of workplace mobbing with the aim of contributing to theoretical and empirical based interventions designed to reduce workplace mobbing.

Based on the assumption that mobbing resembles the stigma process, the attribution-emotion model of stigmatization (Dijker & Koomen, 2003; Weiner, 2006; Weiner, Perry, & Magnusson, 1988) provided the basis for the research presented in the thesis. This model has been extensively used in stigma research and predicts a cognition – emotion – behavior sequence. Furthermore, theoretical insights are applied which are related to the victim's

coping behavior, the victim's power position, and the gender of both the victim and the bystanders.

Taken together, the results show that bystander emotions and behavior toward the victim are predicted by the extent to which the victim is perceived to be responsible for the mobbing, by the level of bystanders' anticipated stigma by association, and by the victim's coping behavior. However, bystander emotions and behavior toward the victim did not appear to be influenced by the victim's power position. Gender was found to qualify some effects.

For a pdf version of this thesis, just send a request to Roelie at:
roeliemulder@kpnplanet.nl

Dijker, A. J. M., & Koomen, W. (2003). Extending Weiner's attribution-emotion model of stigmatization of ill persons. *Basic and Applied Social Psychology*, 25, 51-68. doi: 10.1207/S15324834BASP2501_4

Members' corner

Hoel, H., Sheehan, M. J., Cooper, C. L., & Einarsen, S. (2011). Organizational effects of workplace bullying. In S. Einarsen, H. Hoel, D. Zapf & C. L. Cooper (Eds.), *Bullying and harassment in the workplace: developments in theory, research, and practice* (pp. 129-149). Boca Raton FL: Taylor & Francis.

Hogh, A., Mikkelsen, E. G., & Hansen, A. M. (2011). Individual consequences of workplace bullying/mobbing. In S. Einarsen, H. Hoel, D. Zapf & C. L. Cooper (Eds.), *Bullying and harassment in the workplace: developments in theory, research, and practice* (pp. 107-129). Boca Raton FL: Taylor & Francis.

Namie, G., & Lutgen-Sandvik, P. E. (2010). Active and passive accomplices: The communal character of workplace bullying. *International Journal of Communication*, 4, 343-373. doi: 1932-8036/20100343

Paull, M., Omari, M., & Standen, P. (2012). When is a bystander not a bystander? A typology of the roles of bystanders in workplace bullying. *Asia Pacific Journal of Human Resources*, 50, 351-366. doi: 10.1111/j.1744-7941.2012.00027.x

Twemlow, S. W., Fonagy, P., & Sacco, F. C. (2004). The role of the bystander in the social architecture of bullying and violence in schools and communities. *Annals New York Academy of Sciences*, 1036, 215-232. doi: 10.1196/annals.1330.014

Weiner, B. (2006). *Social motivation, justice, and the moral emotions. An attributional approach*. Mahwah, NJ: Lawrence Erlbaum Ass.

Weiner, B., Perry, R. P., & Magnusson, J. (1988). An attributional analysis of reactions to stigmas. *Journal of Personality and Social Psychology*, 55, 738-748. doi: 10.1037/0022-3514.55.5.738



When is a bully not a bully?

A critical grounded theory approach to understanding the lived experience and organisational implications of being accused of being a workplace bully

Prepared by: Frances-Louise McGregor

University of Huddersfield, West Yorkshire, UK

ABSTRACT

This research addresses the question "When is a bully not a bully?" through grounded theory using a purposive sample of volunteer participants who had been accused of workplace bullying. The aim of the study was to critically evaluate the lived experience and organisational implications of being accused of being a workplace bully, from the perspective of the (alleged) bully. The research did not set out to consider if an (alleged) bully had been guilty or innocent of the allegation put to them; it was considered that if this was deemed a criteria by the potential participant it may reduce engagement with the study.

This study will contribute to the body of knowledge around the phenomenon of bullying and offers an insight into both research and further development of good organisational practice. Whilst the research on other parties involved in the issue and management of workplace bullying have developed, Einarsen (2014), Jenkins, Zapf, Winefield and Sarris (2012), Notelaers (2014) and Samnani and Singh (2012) express concern that research

which explores and examines the perpetrator's experience is scarce and needed as a priority in acknowledging the gap in current research and to develop a fuller understanding of the phenomena of workplace bullying.

In a qualitative study with eight participants from a particularly difficult to access group, the researcher offers an early contribution to the current gap in literature, research and understanding of the perspective of the alleged workplace bully. Participants engaged in individual, confidential, unstructured interviews with the researcher and spoke candidly about their perceptions and the impact the accusation had on them. This was then analysed, evaluated and developed through a classical grounded theory approach to develop the theoretical model guilty until proven innocent. In discussing the participants' concerns in this model, the research widened understanding and academic knowledge and narrowed the gap of information of the (alleged) bully's perspective.



Members' corner

In dealing with allegations, (alleged) workplace bullies identify with concerns of feeling bullied back, emotional reactions, self-coping mechanisms and managerial responsibility and action, from which the grounded theory guilty until proven innocent emerged.

The main findings of the research emerged from the participant's interviews; key highlights included being isolated by their organisations and subject to negative acts which would, in themselves be considered bullying behaviours. Participants then described how they would separate themselves from the organisation, despite feeling a sense of disconnected loyalty towards it. The structure of HR functions and the anti-bullying related policy had a significant influence on the negative treatment participant's experienced, with a continual theme around the presumption the participant was guilty from the outset, by virtue of an allegation being raised. This perception was reinforced in the different way (alleged) bullies were supported and treated by their organisations from the claimants. The participants had been negatively affected by identifiable victim effect (Hamilton & Sherman, 1996), dispute -related claims (Einarsen, 1999; Keashly & Nowell, 2003) and the claimant being managed under a separate formal management procedure. The study also suggested that allegations of bullying could in themselves be a form of bullying and that there may be an element of dis-

crimination in this on the grounds of protected characteristics.

The main recommendations consider the structure of HR functions and the need for a visible and accessible personnel element necessary to begin to balance the support available for all parties, including the alleged, the aleger, bystanders, witnesses, line managers, HR and investigation managers.

Further research, which tests the grounded theory of guilty until proven innocent with larger samples will extend and develop this study and test some of the resolutions and solutions offered.

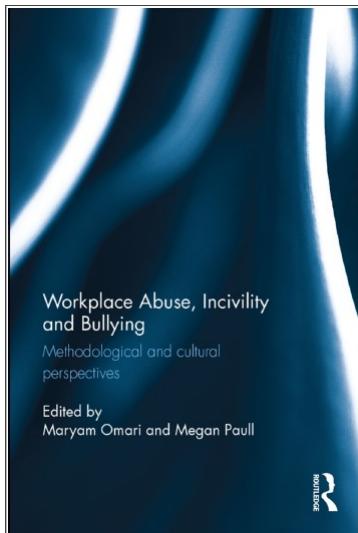
Key words: *Allegations of bullying, bully, bullying, guilty until proven innocent, identifiable victim effect, support, workplace bullying*

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Workplace Abuse, Incivility and Bullying Methodological and cultural perspectives

Edited by Maryam Omari, Edith Cowan University, Australia
and Megan Paull, Murdoch University, Australia



This book bridges an existing gap in the literature relating to the study of workplace abuse, incivility and bullying. It provides broad perspectives to capture some of the diversity associated with the study of (negative) human behaviours using different methodological approaches, and in different cultural contexts.

Workplace Abuse, Incivility and Bullying presents findings from under-researched methodological, and unique cultural perspectives. Such an approach will allow us to gain deep insights into the diversity and complexities associated with perceiving, being subjected to, and experiencing negative behaviours at work.

October 2015: 234x156: 220pp
Hb: 978-1-138-82580-2 | £95.00
eBook: 978-1-315-73972-4

For more details, or to request a copy for review, please contact: Lam Yongling,
Commissioning Editor, +65 65082832, Lam.YongLing@tandf.com.sg

TABLE OF CONTENTS:

1. Setting the scene: Workplace abuse, incivility and bullying - Methodological and cultural perspectives, Maryam Omari and Megan Paull
2. Paradigmatic and Methodological Approaches, Al-Karim Samnani
3. Floorcraft: Researching subjective phenomena, Megan Paull and Antonia Girardi
4. In the eye of the beholder: Ethnic culture as a lens, Maryam Omari and Manish Sharma
5. India: A paradoxical context for workplace bullying, Premilla D'Cruz
6. Turkey: East of West, West of East, Burcu Guneri-Cangarli
7. Greece: Incivility, bullying and forcing in the land of bullying gods and lesser mortals, Nikos Bozionelos
8. Poland: One nation, one religion – tradition and change, Irena Pilch and Elżbieta Turska
9. The Czech Republic: Workplace abuse in a post-transitional country, Katerina Zabrodska and Petr Kveton
10. Merlion: The influence of Singapore's cosmopolitan culture on workplace incivility, Jennifer (M.I) Loh
11. Israel: A land of contrasts - The contribution of attachment orientation, gender, and ethical climate in the workplace to abusive supervision, Efrat Salton Meyer and Mario Mikulincer
12. Workplace Bullying in New Zealand: 'She'll be Right?', Bevan Catley, Kate Blackwood, Darryl Forsyth and David Tappin
13. Australia: The 'fair go' multicultural continent nation, Megan Paull and Maryam Omari
14. Workplace abuse, incivility and bullying: The challenge of translational research, Megan Paull and Maryam Omari

The 3 most influential works

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



Katherine Lippel

Introduction

My name is Katherine Lippel. I have held the Canada Research Chair in Occupational Health and Safety Law at the University of Ottawa, Canada, since 2006, and my interest in occupational violence, including bullying and harassment, dates back to the 1980's when I began studying law and policy governing the protection of workers' mental health and access to compensation for disabling mental health problems related to work. I am particularly interested in regulatory responses to bullying and harassment in the workplace. I have chosen to highlight three publications that have either influenced the evolution of law and policy on bullying and harassment or which have been the most helpful to me, as a legal scholar, in developing a trans-disciplinary perspective on these issues.

Work 1: Marie-France Hirigoyen, (1998). *Le harcèlement moral: la violence perverse au quotidien*. Paris, Éditions La Découverte et Syros/ Marie-France Hirigoyen, [translated by Thomas Moore and Helen Marx: (2000) *Stalking the Soul: Emotional Abuse and the Erosion of Identity*. New York: Helen Marx Books].

This book inspired lawmakers in France, Belgium, Québec (Canada) and in several Latin American countries to address the issue of workplace psychological harassment/bullying, and to this day this book, and subsequent publications of the author, are cited by regulators and judges in French and Spanish speaking countries in their promotion and interpretation of regulatory protections for victims of occupational bullying and harassment. The author, a French psychiatrist, documents psychological harassment in a variety of contexts, including in the workplace. This book was the first to make visible a phenomenon that until then was unnamed in French and Spanish speaking workplaces.



Members' corner

Work 2: Duncan Chappell and Vittorio Di Martino, (2006) Violence at Work (3rd edition), Geneva: International Labour Office;

http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_publ_9221108406_en.pdf.

Now in its third edition, this ground-breaking book provides an overview of violence in the workplace around the world, situating bullying and harassment in the broader spectrum of occupational violence. The book addresses prevalence of different forms of violence in different countries, international and national legislative interventions to regulate occupational violence including bullying, and examines policies and practices to promote primary, secondary and tertiary prevention. Much has happened on the regulatory and scientific fronts since the publication of this detailed overview, but it is still an excellent source of data for scholars and practitioners interested in understanding regulatory and policy approaches to bullying and other forms of occupational violence around the world.

Work 3: Ståle Einarsen, Helge Hoel, Dieter Zapf and Cary L. Cooper, (2011). Bullying and Harassment in the Workplace : Developments in Theory, Research, and Practice, Boca Raton, FL : CRC Press, Taylor and Francis Group.

For those working in the field of law and policy, or those practicing or intervening in workplaces, it is essential to be able to access reliable, scientifically sound information on workplace bullying and harassment that is based on studies from a broad range of disciplines looking at a variety of relevant issues from various perspectives. The editors and contributors to this second edition of Bullying and Harassment in the Workplace have provided us with an essential contribution to the field. The book is accessible to readers from a broad range of disciplines, and to practitioners who want an up-to-date reference book grounded in empirical research. If you only read one book on occupational bullying and harassment, this is the book to read.

Next newsletter

I would like to ask Dr. Marie-France Hirigoyen from France to write the next column: 'The 3 most influential works'.

Members' corner



Betty Driessen

Who is....?

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

*Hildur Jakobína Gísladóttir from Iceland who presented herself in the last newsletter chose **Betty Driessen** from The Netherlands as the member to be interviewed in this newsletter.*

Tell us something about yourself

The coastal area where I live and work is so to say a daily gift. You can find me walking and running in the ever beautiful Dutch dunes, a fantastic way to relax. I worked during my education (BA) as a sociotherapist (grouptherapist) in several therapeutic communities and switched from clinical psychotherapy in 2000, to become an independent personal coach and an external confidential consultant in inappropriate behaviour.

How did you become interested in workplace bullying?

In the particular therapeutic community I worked in, there were treated among others, sexually abused women and men. The subjects 'trauma and recovery' and 'dynamics in the group' had my attention at that time, which became useful in understanding the phenomena of bullying and harassment later. In 1997 the opportunity presented itself to

work additional part time as a 'confidential counsellor regarding sexual harassment and other inappropriate behaviour on the workplace'. A challenging addition to my original work.

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

In 1994 in the Netherlands, sexual harassment and aggression and violence were included in the Working Conditions Act (in Dutch: 'Arbo-wet'). In 2007 the law expanded and states that employers should implement a policy against psychosocial workload for employees (in Dutch: PSA). PSA is about inappropriate behavior, namely: sexual harassment, aggression, violence, bullying, (since 2009:) discrimination, and work stress.

The Ministry of Social Affairs and Employment started a national campaign against bullying at work in 2015 and a campaign to reduce work pressure and work stress in 2014.



What can you tell us about your work?

As a confidential counsellor I am the first contact and support of employees who are confronted with inappropriate behaviour. It's my task to inform and advise about possibilities to stop unwanted behaviour. Depending on the case I might refer the complainant to external professionals for parallel assistance. Preferably the solution is found in a de-escalating (informal) way. If that is not suitable for the particular case, a formal complaint might be instigated. The complainant always chooses what direction to take and depending on the case I might refer it to external professionals. An important part of my job consists of assisting the complainant with guidance through the process to reach a solution, including aftercare.

Another part of the job is to advise companies about policy regarding inappropriate behaviour. In an annual report I provide requested advice about gaps in the company policy. On occasion I provide advice without being asked."

It's important for the employees within the company to know the confidential counsellor, therefore I introduce myself through presentations in team 'get together's'.

I also liaise with other officers involved in the policy making, so that we keep each other posted on new developments and trends.

Ultimately, the goal is that employees can work in a safe and pleasant work environment.

Question from Hildur Jacobína Gísladóttir: How are the Dutch handling workplace bullying/mobbing versus harassment issues ?

Both subjects are covered by the same law and can be dealt with, basically addressed and treated with the same resources. Besides the

earlier mentioned tools, there is the possibility to investigate the social atmosphere at the workplace. Additionally, if necessary the perpetrator can be coached to prevent relapse.

In reality, I have noticed that complaints about sexual harassment are generally adequately addressed by directors. Compared with sexual harassment issues, directors respond reluctantly in intervening in bullying situations. Insufficient information about the topic is often the reason. Signals to recognize bullying are missed and tools to stop bullying tend to fail. Responsibility is often traced back to the complainant. To counteract bullying at work more is needed than a law, no matter how well and preventive the law is. Crucial to a socially safe working environment is the competence of managers to prevent unacceptable behaviour.

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

In 2016, the biannual conference will be held in Auckland, a great opportunity to ask an unknown New Zealand member to introduce himself. I asked Hadyn Olsen, workplace practitioner, because of his promotional text on the members list about his work.

What is your question for that member?

Among a lot of other things, Haydn set up and managed the Zerobully Helpline. My question for Hadyn to tell us more about the the in's and outs of the Zerobully Helpline.

Thank you very much Betty Driessen for taking part in this interview!

New Members

A warm welcome to our new members:

- Carolyn Ball, dynamiCChange coaching, Australia
- Oonagh Barron, Consultant, Australia
- Lynora Brooke, Redefinity, Australia
- Doug Clark, NZPPTA, New Zealand
- Laura Francioli, University of Copenhagen, Denmark
- Sheila Freeman, Sheila Freeman Consulting, Australia
- Rosalie Holian, College of Business, RMIT University, Australia
- Pamela kemp, The University of Southern Mississippi, United States
- C. Lyons, End Bullying at Work, United Kingdom
- Brian Martin, Big B Personal and Workplace Solutions, Australia
- Christelle Mazza, Barrister – ARMIDE, France
- Jane Murray, Bond University, England
- John Rodwell, Swinburne University of Technology, Australia
- Margaret Thorsborne, Margaret Thorsborne and Associates, Australia
- Michael Webster, The University of Auckland, New Zealand
- Katerina Zabrodska, Institute of Psychology, Czech Academy of Sciences, Czech Republic

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 March 2016. 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 March 2016** 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.