

Bullying and mediation: How can we make mediating bullying complaints more effective?

This workshop draws upon research that sheds light on whether mediation is an appropriate intervention in complaints of workplace bullying. The different types of bullying that can be perpetrated are outlined in this workshop, and the use of mediation as an appropriate first line intervention into workplace bullying complaints is discussed. The workshop also highlights the OHSW approach to workplace bullying and harassment that has been recommended in a number of studies, and that has been adopted by both State and National OHSW legislators. In taking this approach we examine the antecedents to workplace bullying and outline the risk assessment and management approach to bullying and harassment. While mediation may be appropriate for most bullying complaints, when used alone it fails to address the antecedents that have been identified as contributing to both the development and maintenance of bullying. When mediating bullying complaints the mediator needs to take into account these antecedents, the power dynamics between the parties, issues of confidentiality, sustainability of mediated outcomes and duty of care that bullying allegations give rise to. Without taking these matters into consideration, it is argued that the sustainability of mediated outcomes will be in jeopardy.

This full day workshop examines these issues through a number of experiential tasks, group work and case studies, so that mediators are better prepared when asked to mediate a complaint of workplace bullying.

The Presenter:



Moira Jenkins PhD, is an experienced psychologist who has completed a PhD titled: *Workplace Bullying: The Perceptions of the Target, the Alleged Perpetrator and the HR Professional: Integrating Stakeholders Voices to Improve Practice and Outcomes.*

Moira takes a very practical and evidence based approach to assisting organisations with developing systems to both prevent and manage bullying, sexual harassment and discrimination. As well as working as a clinical psychologist, she has worked as a mediator, trainer and group facilitator and was the Manager of the Complaint Handling Section of the South Australian Equal Opportunity Commission where she investigated and conciliated complaints of sexual harassment and discrimination that were lodged with the Commission. Moira also has postgraduate qualifications in mediation and conflict management and has undertaken LEADR accredited mediation training.

Moira can be contacted on: (08) 8242 5165

moira.jenkins@aboto.com.au

www.aboto.com.au