

The Inaugural

# WORKPLACE BULLYING CONFERENCE

*Bullying Prevention - Implementing Policy & Practice Towards Zero Tolerance*

11th & 12th December 2013, Sydney Harbour Marriott



Supported by:



## KEYNOTE SPEAKER DAY ONE



Adam Hatcher, Vice President,  
Fair Work Commission

## KEYNOTE SPEAKER DAY TWO



Evelyn M. Field, **Psychologist,**  
Author and Bully Blocking Expert

## Outstanding Speaker Line-Up Including:

Tatiana Lozano, Manager, Education, Equity and Diversity,  
**University of Western Sydney**

Marlene Booth, Equity and Development Advisor,  
**Ambulance Service of NSW**

Julia Collins, Branch Manager, WHS & Corporate Governance,  
**Safe Work Australia**

Susan Mclean, Cyber Bullying Expert, **Cyber Safety Solutions**

Garry Brack, CEO,  
**Australian Federation of Employers and Industries**

Katriina Tahka, Cultural Diversity Director,  
**Diversity Council Australia**



[www.informa.com.au/workplacebullying13](http://www.informa.com.au/workplacebullying13)

Researched and developed by:

**informa**

## DAY ONE

**WEDNESDAY 11th DECEMBER 2013**

**8:00** Registration Opens

**8:50** Opening Remarks

### POLICY AND PRACTICE

#### 9:00 KEYNOTE ADDRESS

##### Reviewing The New "Anti-Bullying Measures" – What This Means For The Australian Workplace

- Overview of bullying statistics nationwide
- Outlining the changes to the Fair Work Act
- Reviewing HR policies prior to January 1 2014



Adam Hatcher, Vice President,  
Fair Work Commission

#### 9:50 PANEL DISCUSSION

##### Prevention is Better Than Cure – Strategies Towards Zero Tolerance Nationwide

This interactive panel will discuss practical strategies and programs for combatting the growing number of workplace bullying incidents. The panellists will gather to discuss their perspective on how we as a nation can tackle the issue with a united front

Garry Brack, CEO,  
Australian Federation of Employers and Industries  
Katriina Tahka, Cultural Diversity Director,  
Diversity Council Australia

Julia Collins, Branch Manager, WHS and Corporate Governance, Safe Work Australia

**10:40** Morning Tea Break & Networking

### PREVENTION AND INTERVENTION

#### 11:10 Workplace Bullying – A National Perspective

- Safe Work Australia's research on psychological risks in the workplace and the prevalence of workplace bullying
- Key challenges in addressing workplace bullying as a work health and safety issue
- Progress in developing national guidance material to prevent and respond to workplace bullying

Julia Collins, Branch Manager, WHS and Corporate Governance, Safe Work Australia

#### 11:50 Key Challenges in Preventing and Managing Workplace Bullying

- Understanding the practical challenges in bullying prevention
- Viewing workplace bullying as a health and safety issue
- Adopting a systemic risk management approach

Dr. Carlo Caponecchia, Senior Lecturer, Psychological Hazards, UNSW

**12:30** Lunch & Networking

### LEADERSHIP

#### 1:30 Positive Use of Power in Workplace Leadership – Building a Zero Tolerance Culture

- Eliminating negative use of power
- Fostering positive workplace culture
- Applying lessons learned to ensure positive outcomes

Nola Hennessy, Managing Director & CEO,  
Serenidad Consulting

#### 2:10 High Conflict Behaviour at Work – How to Identify, Respond and Manage it

- Why do people exhibit high conflict behaviours?
  - Situational stress
  - Illness
  - Underlying behavioural traits
- Prevalence and causes of high conflict behaviours and some tips to manage situations
- Strategies to help manage disputes involving high conflict behaviours

Professor Tania Sourdin, Professor of Law and Dispute Resolution, Monash University

**2:50** Afternoon Tea Break & Networking

### LEGAL COMPLIANCE

#### 3:20 Understanding Legislative Changes to Workplace Bullying – Ensuring Your Business is Compliant

- Reviewing the legal implications of workplace bullying come January 2014
- Practical steps to safeguard against bullying claims
- Procedural fairness
- Steps towards compliance

#### 4:00 Mediating Bullying Complaints – Investigating Workplace Behaviour

- Effectively managing disputes and complaints
- Steps to identify, respond and manage a claim
- Fair mediation techniques

Phil O'Brien, Investigator, Wise Workplace

**4:40** Closing remarks from the Chair

**4:45** Networking drinks 



### SPONSORSHIP & EXHIBITION OPPORTUNITIES

Excellent opportunities are available to showcase your organisation and expertise at this event.

For further information, please contact:

**Samuel Wilson**

Phone: (+61 2) 9080 4371

Email: [Samuel.Wilson@informa.com.au](mailto:Samuel.Wilson@informa.com.au)

# BULLYING CONFERENCE

## DAY TWO

**THURSDAY 12th DECEMBER 2013**

**8:30** Registration Opens

**8:50** Opening Remarks

### WORKPLACE CULTURE

#### 9.00 KEYNOTE ADDRESS

##### Getting the Culture Right – Top Down Education To Create a Bully Free Working Environment

- What environment fosters bullying behaviour?
- Leadership training – Respect, responsibility and accountability
- Steps to creating a bully-free culture promoting awareness, communication and collaborative solutions



Evelyn M. Field,  
Psychologist, Author and Bully Blocking Expert

**9.50** Morning Tea Break & Networking

### CASE STUDIES

#### 10:20 Practical Approaches to Workplace Bullying and Conflict Resolution: NSW Ambulance

- The approach taken by NSW Ambulance has chiefly been a preventative one
- Early intervention model for conflict situations and risk identification as tools
- Strategies to improve workplace culture to reduce the risk of bullying and harassment
- Recognising the importance of identifying what the workforce will respond best to in order to gain greater uptake on the programs



Marlene Booth, Equity and Development Advisor,  
Ambulance Service of NSW

#### 11:00 Bullying Prevention at UWS – A Practical Approach

- Consultative development of workplace bullying prevention strategies
- Essential ingredients in the prevention of workplace bullying
- Experiential learning and skills development
- Building strong relationships



Tatiana Lozano, Manager, Education, Equity and Diversity, University of Western Sydney

#### 11:40 Identifying, Monitoring and Managing Bullying Claims



**12:20** Lunch & Networking

### CYBER-BULLING

#### 1:20 Cyber-Bullying in the Workplace – A Growing Epidemic

- What is cyber-bullying and where does it occur?
  - Prevention is better than cure - Why your workplace needs a cybersafety policy
  - How to respond to issues of cyber-bullying
  - Legal considerations Cyber-bullying is a criminal offence
- Susan Mclean, Cyber Bullying Expert, Cyber Safety Solutions

### TRAINING

#### 2:00 Training Your Staff – Tips and Tools for Creating a Harmonious Workplace

- Potential bullying situations due to escalation of interpersonal conflict
- Self management strategies for early intervention
- Education for co-workers: What they can say and do
- Practising addressing conflict scenarios
- Methodology and tips for anti-bullying training

Catherine Gillespie, Director, Workplace Conflict Resolution

**2:40** Afternoon Tea Break & Networking

### MENTAL HEALTH & WELL-BEING

#### 3.10 Bystander Intervention – Taking Steps Towards a Bully Free Australia

- Understanding mental health impact of bullying
- Understanding the power of one - How one person can make a difference

About the BFAF mission

Oscar Yildiz, CEO, Bully Free Australia Foundation

#### 3.30 Promoting Mental Health & Well-Being In The Workplace

- Research-based evidence for psychological impact of bullying
- Creating awareness towards mental health and bullying prevention
- Placing importance on psychological injury prevention

Dr. Samuel Harvey, Senior Lecturer in Workplace Mental Health, UNSW

#### 4.10 OPEN FORUM DISCUSSION

##### Outcomes, Learnings and Best Practices for Bullying Prevention

This end of conference wrap-up provides attendees with the opportunity to discuss the learnings, outcomes and practical takeaways

**4.45** Close of conference

### SEPARATELY BOOKABLE

#### 1/2 Day POST CONFERENCE WORKSHOP

Friday 13th December 2013 | 8.30am – 12.30pm

##### Eliminating Bullying – Developing Effective Internal Policies and Translating These to Positive Behaviours

Effective and appropriately-focused policy is critical to an organisation's governance, its culture, and its impact internally and externally. This workshop will examine policy development and best practice to safeguard against bullying behaviour

This workshop will assist participants to:

- Identify and understand the links between strategy, policy and monitoring/review processes
- Understand how policy influences and often dictates layers of organisational behaviour
- Identify common mistakes in policy development
- Understand the real link between policy and what happens at the coalface

Hosted by: Nola Hennessy, Managing Director & CEO, Serenidad Consulting

Please visit the website for regular updates and changes to the program. Be kept in the loop with this event via LinkedIn, Twitter, YouTube and our Blog. Full details at [www.informa.com.au/workplacebullying13](http://www.informa.com.au/workplacebullying13)

# THE INAUGURAL WORKPLACE BULLYING CONFERENCE

11th & 12th December 2013, Sydney Harbour Marriott

## 3 EASY WAYS TO REGISTER



**Web** [www.informa.com.au/workplacebullying13](http://www.informa.com.au/workplacebullying13)



**Telephone** (+61 2) 9080 4307 – Please quote the event code **P13K68** with your booking.



**Email** [info@informa.com.au](mailto:info@informa.com.au) – Please quote the event code **P13K68** with your booking.

## STAY CONNECTED



**LinkedIn Group**

[www.informa.com.au/linkedin/irworksafety](http://www.informa.com.au/linkedin/irworksafety)



**Twitter**

[twitter.com/informa\\_oz](https://twitter.com/informa_oz)



**Blog**

[informaaustralia.wordpress.com](http://informaaustralia.wordpress.com)



**YouTube**

[www.youtube.com/informaoz](http://www.youtube.com/informaoz)

**REGISTER TODAY AT [www.informa.com.au/workplacebullying13](http://www.informa.com.au/workplacebullying13)**

REGISTER EARLY & SAVE UP TO \$220	EARLY BIRD RATE Book & pay on or before 15 November 2013				STANDARD RATE Book and pay on or after 16 November 2013		
	PRICE	GST	TOTAL	SAVE	PRICE	GST	TOTAL
2 Day Conference	\$995	\$99.50	\$1,094.50	\$220	\$1,195	\$119.50	\$1,314.50
2 Day Conference + Workshop	\$1295	\$129.50	\$1424.50	\$220	\$1495	\$149.50	\$1644.50
Workshop Only	\$395	\$39.50	\$434.50	\$110	\$495	\$49.50	\$544.50



Use your QR Reader App on your smartphone and scan this code to take you directly to the website

### Registration Fees Include

Entrance to the relevant conference package purchased plus refreshments, lunch and online access to available presentations (five working days post event). They do not include airfares or hotel rooms.

### Dress Code

Business attire is suggested along with a sweater or jacket in case the conference room is cool.

### Cancellation Policy & Substitutions

Cancellations must be advised in writing at least 10 working days prior to the event. An administration fee of \$550 (inc 10% GST) will be incurred for cancellations. A refund will not be given if a delegate fails to attend or cancels within 10 working days prior to the event.

Fully paid delegates unable to attend will be provided with online access to speaker presentations post event. Substitutions can be made at any time before the event without penalty. We do not refund airfares or hotel expenses if the event is cancelled. Informa reserves the right to cancel, alter the content and/or speakers on any program. Paid registration fees will be fully refunded for cancelled events.

### Conference Venue

**Sydney Harbour Marriott**

30 Pitt St Sydney NSW 2000

Phone: (02) 9259 7000

[www.marriott.com.au](http://www.marriott.com.au)

### Accommodation & Travel

Exclusive delegate packages are available, visit the 'Venue, Accommodation & Travel' page on the event website for details. Travel and accommodation costs are not included in the conference fees.

### Privacy Policy & Updating Your Details

Please visit us online for our full privacy policy at [www.informa.com.au/privacy](http://www.informa.com.au/privacy). Database amendments can be sent to [database@informa.com.au](mailto:database@informa.com.au) or by calling (+61 2) 9080 4307 asking for the database department.

### Payment Terms

Payment must be made prior to the event or admittance will not be permitted. A tax invoice and confirmation letter will be emailed to the attendee upon completion of a valid registration. Payment may be made by EFT, cheque or credit card. Credit card payments will not be accepted by email or fax and must be made via our secure credit card gateway.

**informa**

A.B.N. 66 086 268 313

**REGISTER ONLINE** via our secure server



[www.informa.com.au/workplacebullying13](http://www.informa.com.au/workplacebullying13)

