

# Workplace Bullying Conference

11<sup>th</sup> & 12<sup>th</sup> December, 2013 – Sydney Harbour Marriott

*Bullying Prevention – Building Practical Frameworks Towards Zero Tolerance*

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**DAY ONE – WEDNESDAY 11<sup>th</sup> DECEMBER, 2013**

## Reviewing Policy Changes to the Fair Work Act

### 8:50am Opening Remarks from the Chair

*Naomi Holtring MDR, Managing Partner, Director, InterMEDIATE Dispute Management Pty Ltd*

### 9:00am

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

- Outlining the changes to the Fair Work Act
- The Anti-Bullying Benchbook
- The “Fair Work Commission Case Management Model”

*Adam Hatcher, Vice President, Fair Work Commission*

### 9:50am

#### 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 from a united front.

- *Garry Brack, CEO, Australian Federation of Employers and Industries*
- *Julia Collins, Branch Manager, WHS & Governance, Safework Australia*
- *Katriina Takha, Cultural Diversity Director, Diversity Council of Australia*

### 10:30am

#### Morning Tea Break & Networking

## Identification and Measurement

### 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*

**11:40am**

## **Key Challenges in Preventing and Managing Workplace Bullying**

- Harassment vs Bullying Behaviour - What's the difference?
- Identifying the profile of a bully
- Undertaking a Risk Assessment

*Dr Carlo Caponecchia, Senior Lecturer, University of NSW*

**12:20 Case Study: Zero Tolerance in Practice at FSU**

*Geoff Derrick, National Assistant Secretary, Financial Sector Union of Australia*

**12.50pm Lunch & Networking**

**Leadership, Power & Behaviour**

**1:40pm**

## **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*

**2:20pm**

## **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*

**3.00pm Afternoon Tea & Networking**

**Legal implications**

**3:20pm**

## **Recovering Damages for Pure Psychiatric Injury in the Workplace**

- When have the Courts found that a pure psychiatric injury was reasonably foreseeable?
- What acts or omissions have the Courts found to amount to a breach of the duty of care owed by an employer to a worker?
- When a breach of the duty of care owed has been found – what have the Courts allowed for loss and damage in relation to a pure psychiatric injury?

*Scott Falvey, Principal, McInnes Wilson Lawyers*

**4.00pm**

**Mediating bullying complaints – Investigating workplace behaviour**

- Effectively managing disputes and complaints
- Steps for identifying, responding and managing a claim
- Fair mediation techniques

*Phil O'Brien, Workplace Investigator, Wise Workplace*

**4:40pm**

**It starts at the Top – Not just Policy. Reasonable and Responsible Management are key to Workplace Harmony**

- How to Manage and Prevent Workplace Bullying,
- How to Prepare for and have Key Crucial Conversations with staff – without accusations of bullying
- How to Provide a Facilitated Discussion for Staff with Non-Serious Conflict – early intervention is a key in preventing escalation and bullying.
- When to utilise independent mediation – what model will be most appropriate?

*Naomi Holtring MDR, Managing Partner, Director, InterMEDIATE Dispute Management Pty Ltd*  
*Jean-Marcel Malliaté MDR, Principal Mediator & Clinical Supervisor, InterMEDIATE Dispute Management Pty Ltd*

**5:10 Close of Day 1 and Networking Drinks**

**DAY TWO – THURSDAY 12<sup>th</sup> DECEMBER, 2013**

## Managing Workplace Culture

**8:50am Opening Remarks from the Chair**

*Scott Falvey, Principal, McInnes Wilson Lawyers*

**9.00am**

**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 Field, Psychologist ,Author &Bully Blocking Expert*

**9.40am**

**The Turning Point from Victim to Survivor - Advice from a Bullying Survivor**

- A personal story of overcoming bullying
- The turning point from victim to survivor
- Combining efforts to beat the bullying epidemic

*John Caldwell, Australian of the Year in Victoria, Bullying Survivor & Youth Advocate, Group CEO of RWR Group*

**10.10 Morning tea & Networking**

## Case Studies

**10:30am**

**Case Study:**

**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, NSW Ambulance*

**11:10am**

## **Case Study: 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*

### Cyber-bullying

**11:50am**

## **Cyber bullying in the workplace – A growing epidemic**

- What is cyberbullying and where does it occur?
- Prevention is better than cure - Why your workplace needs a cybersafety policy
- How to respond to issues of cyberbullying
- Legal considerations - Cyberbullying is a criminal offence

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

**12:30pm Lunch & Networking**

### Training

**1:30pm**

## **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 Gillepsie, Director, Workplace Conflict Resolution*

### Mental Health & Well-Being

**2:10pm**

## **Understanding the Impact of Bullying on Mental Health**

*Terry Kirkpatrick, Deputy CEO, Mental Health Association of NSW*

**2:40pm**

**Afternoon Tea & Networking**

**3.10pm**

**Bystander Intervention – Taking Steps Towards a Bully Free Australia**

- Understanding workplace and cyber bullying concerns in Australia
- Understanding the power of one - How one person make a difference
- About the BFAF mission
- Encourage- support - act!

*Oscar Yildiz, CEO, Bully Free Zero Australia Foundation*

**3:30pm**

**Promoting Mental Health & Well-Being In the Workplace**

- Preventing Psychological injury – The Power of Mental Toughness
- Bully Proofing your Business - Moving beyond compliance to protection

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

**4:10pm**

**Open Forum: Outcomes, Learnings and Best Practices for Bullying Prevention**

**4:45pm**

**Close of Conference**

**½ Day WORKSHOP – POST CONFERENCE**

**Friday 13<sup>th</sup> December, 2013**

**Eliminating Bullying – Developing Effective Internal Policies and Translating These to Positive Behaviors**

*Nola Hennessy, Director, Serenidad Consulting*