

European Academy of Occupational Health Psychology Newsletter

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2003: Another Successful Year

Welcome to the last edition of the 2003 series of the Academy Newsletter. This edition comes at a time when many of us are reflecting on our achievements for the year, and reviewing our hopes and plans for the coming year. It is therefore appropriate that we take the opportunity to review the current positioning of the Academy in a similar manner.

This year has been another successful year for the Academy and its members. Our membership base expanded and diversified, with over 23 different countries now being represented, but as all those who attended the Berlin Conference would agree, the breadth and quality of our members' work as presented has increased year on year. New methodologies, novel designs, diverse populations, and a fascinating array of topics characterised the presentations in Berlin. We extend a warm thank you to all those who attended this year, and to those involved in the organisation of such a successful event.

Many exciting developments have taken place within the Academy this year. Most significantly, it has been agreed that the Academy will fund a part-time Executive Officer post. **Jonathan Houdmont** has been appointed to this post, and he will be responsible for the day-to-day management of Academy matters. This is indicative of the growing strength of the Academy and marks a significant turning point in the Academy's

history, as, up until recently, everything has been done on a voluntary basis. We wish Jonathan the best of luck in this new position and look forward to the activity that his post will generate within the Academy in the coming year. A second development is the introduction of a new award for outstanding doctoral research as part of the Academy's commitment to the advancement of Occupational Health Psychology. This award has been established in memory of Professor Andre Bussing, who sadly died early this year, and we hope that it will encourage younger researchers in our field. More about the award elsewhere in this newsletter.

The other significant announcement concerns the new newsletter Editorial Board. Our new team consists of **Paul Flaxman (Editor)**, **Joanna Pryce**, and **Fehmidah Munir**. Over the coming year, we hope to develop the newsletter into a forum in which to: disseminate news, share resources and ideas; provide updates from research centres and practitioners; and facilitate collaboration. Each year, we are fuelled with enthusiasm from the lively debates held during the Conference, and many of us return with good intentions to plan collaborative research, and to keep each other updated with our research developments; but, despite our best efforts, the day job sets in! Next year, we hope to maintain the momentum and excitement for OHP issues that is apparent during our annual meeting, by developing the newsletter into a cutting edge resource for OHP researchers, educators and practitioners. To this end, we would welcome any ideas for sections and contributions that you would like to see in the Newsletter. In line with this rejuvenation, we also thought a new name may go well with our new look – We would welcome your ideas!

In this, our last newsletter of 2003, we have an exciting mix of contributions. This edition combines two key themes: The first theme constitutes a summary of the Berlin Conference, including briefings from the Educational Forum and Working Group, a summary of the Research Forum, and some background on two new Academy Fellowship awards. The second theme focuses on current OHP research programmes and policy developments taking place in Europe and the U.S. This includes articles relating to: bullying and aggression in the workplace; managing

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chronic illness at work; and, the converging interests of OHP and Human Resource Management (HRM). Many thanks go to those who have contributed to this issue.

We eagerly look forward to any contributions for the next issue. In the meantime, I wish you a very prosperous New Year.

Joanna Pryce
On behalf of the editorial team



Berlin 2003: A very successful Conference!

By **Jonathan Houdmont**
EA-OHP Executive Officer

Summary of the 5th Conference of the EA-OHP Berlin, 20-21 November 2003

A record number of delegates representing twenty three countries from across Europe and beyond recently attended the 5th Annual Conference of the European Academy of Occupational Health Psychology. The 2003 conference drew researchers, practitioners and educators representing a wide range of academic, governmental and commercial organisations from four continents to the German capital, Berlin.

Delegates enjoyed two days of intensive discussion and sharing of best-practice concerning cutting-edge developments in the field of Occupational Health Psychology (OHP). OHP emerged in the late 1980's and has evolved into a discipline that charges itself with the application of principles and practices of applied psychology to occupational health issues, and in doing so, addressing the psychological, social and organisational aspects of the dynamic relationship between work and health.

The conference was hosted by the Federal Institute for Occupational Safety and Health (BAuA), who in addition to most generously providing a first class venue also provided second to none culinary, administrative, and technical

support. Special thanks are due to Peter Ullsperger and Michael Ertel of BAuA for co-ordinating preparations in this regard.

The Academy would like to record its appreciation of the support received from the Institute and its staff. In addition to a wide range of high quality papers, posters, workshops and symposia, the conference also marked the launch of the Andre Bussing Memorial Prize for outstanding doctoral research contributions to the field of OHP. The prize has been established in memory of Professor Andre Bussing, Vice President of the Academy, who sadly died earlier this year and whose passing is mourned deeply by the Academy.

The Conference also provided the opportunity to bestow Fellowships of the Academy upon two eminent keynote presenters, Professor Johannes Siegrist, University of Duesseldorf (Germany), and Professor Lois Tetrick, George Mason University (USA). Both were awarded Fellowships in recognition of their significant contributions to OHP. They join an esteemed group of individuals whose contributions to the advancement of the discipline have been recognised by the Academy.

The social dimension of any conference is considered by many to be as important as the intellectual dimension, and the Berlin conference did not fail to provide delegates with ideal opportunities to meet old friends and make new ones. The evening reception at

the Berlin Parliament was an undoubted highlight for many. The Academy was greatly honoured to have present Walter Momper, President of Berlin Parliament, who provided a welcome address. Tom Cox, as President of the Academy, replied formally to Walter Momper, weaving together two themes: Berlin as an example of the dynamism of the new Europe and the role that OHP might play in shaping future working and living conditions. Afterward, Walter gave a fascinating tour of the parliamentary debating chamber. He graciously also spent the entire evening mingling with delegates, and answering their questions concerning the Berlin political scene (some of which were perhaps tougher than those typically encountered by opposition parties within the chamber!).



Walter Momper, the President of Berlin, addressing conference delegates at the Berlin Parliament

The Conference closed in spectacular style with a formal dinner at the Westin Grand hotel in central Berlin, after which many delegates repaired to the hotel bar to continue discussions late into the night. The Conference was considered an unconditional success by all attending, a success that the Academy must now capitalise on in order for the 2004 conference to be a worthy successor. A call for papers for the 2004 conference being held in Oporto, Portugal, 24-26 November, will be available shortly on the Academy's website, www.ea-ohp.org.



Members of the Organising Committee in action. From left to right: Phil Dewe, Maria Karanika, Amanda Griffiths, Tom Cox, Stavroula Leka, and Jonathan Houdmont

An Aussie's impression of the Berlin conference.....

"Thanks must go to the European Academy for their most enjoyable and education filled conference held in Berlin. Our Australian contingent had ventured around the globe into the European wilderness to find the Holy Grail and a solution to our rising problem of public sector incidence of psychological injury. Thankfully we are not alone, with all European countries appearing to struggle with the fallout from global business downsizing, ageing demographics, and only a small (but growing) body of evidence on solutions to prevent it. The group gained insight into risk assessment frameworks, theoretical models, and implementation strategies trialed by organisations to create safer and healthier working environments for their workforce. The conference content presented a balanced view of current opinions and highlighted the need for further research into the stress prevention area. Special thanks also to Tom Cox for his stirring speech at the formal conference dinner, both chastising the Aussie boys for removing their jackets prematurely, and expressing his "professional opinion" on the "work related stressors" the Australian rugby team were about to experience by playing the English!! "

Cheers

Tony Hore, State Manager-Injury Services, CGU Workers Insurance (Vic) Limited, Melbourne, Australia

Education Forum

By Stavroula Leka

The Education Forum reviewed progress made in the past 3 years on issues of priority and set new targets for the years to follow. The discussion that formed the second part of the meeting focused on the structure of the new Education Forum Website, the recognition of occupational health psychology courses and the convergence of occupational health psychology education and professional practice.

Forum Update

A number of important developments were made in the past Forums. The 2001 Forum in Barcelona agreed a definition of Occupational Health Psychology, for the purposes of education and training, based on the paper published by Cox et al. (2000) in the Academy's journal *Work & Stress*. The meeting accepted that occupational health psychology is 'the application of psychology to occupational health (and safety)'. As such, it is a separate and distinct discipline focused on the contribution of applied psychology to occupational health (and safety). It was also agreed that occupational health psychology has an emphasis on prevention, and therefore many of its major concerns are at the organisational and systems levels. In accepting this view, the 2001 meeting of the Education Forum confirmed earlier collective decisions of the Academy in Lund (1999) and Nottingham (2000).

The 2001 Forum also discussed the issue of accreditation of courses and the associated need to agree a core syllabus for such courses, the need to raise awareness of education in occupational health psychology, and the need to address the related issue of practitioner education and training. It was then proposed that a Working Party be established to produce a Strategy Document on *the Promotion of Education in Occupational Health Psychology in Europe*. This proposal was ratified at the subsequent Annual Business Meeting. An account of the discussions that gave rise to this proposal has been reported in the *Newsletter*, volume 3.1, 2002.

An outline of the 2001 Forum's discussions and the proposal for a Strategy Document were presented to the meeting on Occupational Health Psychology Education in Tampa, 2001, jointly organised by the US National Institute of Occupational Safety and Health (NIOSH) and the American Psychological Association (APA). This input had been agreed at an earlier meeting in Washington of the International Co-ordinating Group for Occupational Health Psychology (ICG). A report back from the Tampa meeting was considered by members of the Working Group in drafting the aforementioned Strategy Document. The document would be discussed in the 2002 Forum in Vienna and would be published in the Academy's journal *Work & Stress*.

In the 2002 Forum in Vienna a draft Strategy Document entitled: '*Promotion of Education in Occupational Health Psychology in Europe: A Strategy for the European Academy*' was presented to the participants. The document discussed four main issues of importance as identified in the past by the Education Forum members: the specification of a core syllabus for occupational health psychology, the identification of education providers in occupational health psychology, the accreditation of occupational health psychology courses and the convergence of occupational health psychology education providers and practitioners in Europe.

The Forum was asked to discuss and validate the document. The following priorities were identified:

- A need for communication and information sharing between Forum members
- A need for wider access to occupational health psychology education and training resources
- A need for a taxonomy of occupational health psychology courses
- A need for the introduction of flexible learning in occupational health psychology curricula that will enable continuous professional development
- A need for the definition of competencies of occupational health psychology practitioners.

The Forum Working Group drafted a discussion document on the basis of the collective comments on the draft Strategy Document. It was recognised that important issues remained unanswered and was agreed that the publication of the document would be postponed until the above priority issues had been addressed and progress had been reviewed in the 2003 Forum in Berlin.

The Working Group reviewed strategies to address the needs identified in Vienna. It was decided that these could be, in part, met by the development of a new Education Forum Website as part of the re-

designed Academy's Website. The Group worked towards its development on the basis of the priorities that had been identified in the past Forums. The Website was formally presented to the Forum members in the Academy's 2003 Conference in Berlin. The Working Group asked for feedback on the structure of the website and the degree to which it met the previously identified needs. The main conclusions drawn and the way forward agreed will be discussed next.

Education Forum Website

A new Forum Website has been designed as a vehicle for information sharing and communication among the Forum members as well as a vehicle for widening access to occupational health psychology education and training resources. The website was designed to have four main functions:

- list the main occupational health psychology providers and available courses at the European and international levels,
- provide essential occupational health psychology resources (such as key publications and documents),
- post relevant news items and
- host a discussion forum for the Forum Working Group and members.

Some of the above information has been uploaded on the website. The Working Group asked the Forum members for comments and feedback on the structure of the website for its further development. The Forum members welcomed the development of the new website and validated its existing structure. Comments were made for each of its main functions described above.

Criteria for listing occupational health psychology courses

The Forum welcomed the possibility that courses and modules might at least be 'recognised' by the Academy as presenting occupational health psychology (according to the definition agreed) and listed on its website. The need for different levels of recognition was discussed. These should take into consideration:

- the level of education at which the course is offered (undergraduate, postgraduate, postdoctoral, professional),
- the title of the course,
- whether the course syllabus is generally in-line with EA-OHP / APA / NIOSH concepts of occupational health psychology,
- the existence of at least one integrative module in occupational health psychology as a separate discipline,
- the balance of the course content in relation to occupational health psychology, and
- whether the course or module organiser is recognised by the Academy as an occupational health psychologist.

It was proposed that the Working Group would continue to survey members of the Academy for information on the availability of occupational health psychology courses, would now attempt to classify them according to the above criteria and would list them to the Forum website. Attention should be paid to examples from different countries. These would also be presented and discussed in the website.

The issues involved in any more formal accreditation of courses and modules were then reflected on. It was proposed that courses or modules could be accredited that could form the basis for Continuous Professional Development programmes. A consensus developed on the need to take forward the possibility of accreditation through the Academy.

Website as a resource

The resources available through the website should be expanded. The history of occupational health psychology should also be presented. Relevant documents in other languages should also be included as should links to other relevant websites. The Working Group could survey the Academy members on additional resources they would like to be provided and could work towards updating the website before the 2004 Conference.

Discussion forum

It was proposed that the website discussion forum should be password-protected and managed from a member of the Working Group. Any Academy member will be able to obtain a password after contacting the Forum Chair. Items to be posted on the discussion forum should be emailed to the

Working Group member responsible for its management. Their name will be posted on the website shortly.

Education and Professional Practice

A large part of the discussion focused on training and continuous professional development issues. Three main suggestions were made: widening access to other relevant occupational groups (such as physicians, ergonomists etc.), providing best practice examples through the website, and providing a list of contact people for relevant queries. Moreover, the Forum should produce publications to different professional journals to inform other relevant professionals of its activities. It was proposed that the Working Group updates the website to include more information of use to professionals, list best practice examples on the website and a list of Forum members to whom relevant queries could be directed.

Education and Research

It was identified that, to date, limited information exists on *research into education* in occupational health psychology. The Forum agreed that such research should be identified and listed on the website. In particular, a need exists for the definition of competencies of occupational health psychology practitioners. It was proposed that the Working Group surveys Academy members for such research initiatives and lists such programmes on the Forum website. The possibility of rewarding such research through the newly-developed Andre Bussing Memorial Fund should be explored.

International Co-ordinating Group in Occupational Health Psychology

Professor Lois Tetrick updated the Forum on the 2nd meeting of occupational health psychology training programmes in the United States that took place in Portland State University, Oregon on the 8th and 9th of November 2003. The meeting built on a prior conference hosted by the University of Florida in Tampa, Florida and a meeting held at the 2003 Work Stress and Health conference sponsored by the American Psychological Association and NIOSH. This meeting identified similar priorities and issues of concern as the Academy Education Forums. A need for communication and co-ordination of activities among US occupational health psychology education providers was clearly identified.

The Forum recognised the need for sustained efforts for the promotion of occupational health psychology education through the International Co-ordinating Group in Occupational Health Psychology. The Working Group should liaise with US colleagues and further meetings of the ICG-OHP should be held ahead of the 2004 Conference.

Election of Working Group for 2004-2006

Professor Amanda Griffiths stepped down from her position as Forum Chair after making a significant contribution to the Forum activities for the past 5 years. The Forum elected a new Chair and Working Group for 2004-06 as follows:

Education Forum (and Working Group) Chair: Stavroula Leka (University of Nottingham) Secretariat: Jonathan Houdmont (University of Nottingham)

Working Group Members: Karen Belkic, Caroline Biron, Frank Bond, Amanda Griffiths, Timea Hadharzy, Gail Kinman, Sirkku Kivisto and Kari Lindstrom. Lois Tetrick was elected as an Honorary member and Tom Cox is a de facto member (as president).

The Next Steps

The newly-elected Working Group will work towards the attainment of the following goals ahead of the 2004 Conference:

Education Forum Website Development

The Working Group will survey all members of the Academy for information on the availability of occupational health psychology courses, will classify them according to the criteria identified and will list them to the Forum website. Examples from different countries will be presented and discussed.

The Working Group will survey the Academy members on additional resources they would like to be provided through the website and will update the website before the 2004 Conference.

The website discussion forum will be developed to be password-protected and will be managed by a

member of the Working Group whose name will be posted on the website shortly.

The Working Group will update the website to include more information of use to professionals, including best practice examples and a list of Forum members to whom relevant queries could be directed.

Finally, the Working Group will survey Academy members on research conducted into education of occupational health psychology and will list such programmes on the Forum website. The possibility of rewarding such research through the newly-developed Andre Bussing Memorial Fund will be explored.

International Collaboration for the Promotion of Education in Occupational Health Psychology

The Working Group should work towards further meetings of the ICG-OHP ahead of the 2004 Conference.

Forum Publications

The Working Group will update the Strategy Document produced last year that will then be published, with an account of its history, in *Work & Stress* during 2004. It will also work towards one or more Forum publications to professional journals of relevant occupational groups.

The meeting requested that those who provide courses or modules in occupational health psychology, contact Dr Stavroula Leka, University of Nottingham (Chair, Education Forum) (Stavroula.Leka@nottingham.ac.uk) with details of their courses and modules so that a simple list might be established. In addition, all Academy members are requested to provide comments and suggestions for the further development of the Forum website.

This article serves as a Call for Information.

Research Forum

By Paul Flaxman

The Berlin Research Forum was chaired by Dr Sabir Giga (UMIST) and facilitated by Paul Flaxman (Goldsmiths College). Sabir provided the forum participants with an agenda for discussion, which included the following issues:

- (1) Is scientifically rigorous research practical?
- (2) What other approaches can be considered when conducting research in occupational health psychology?
- (3) What advantages / disadvantages do these novel approaches have over conventional methods?
- (4) What barriers prevent them from being more widely applied and accepted?

Professor Phil Dewe began the discussion with a useful outline of the current schools of thought regarding OHP research methodologies. To elaborate, Phil distinguished between two general types of research strategy: (1) the use of "daily processing" methodologies, such as diaries, interviews, and watch-bleepers; and, (2) attempts to improve questionnaire-based methodologies (for example, by considering the relative value of the reliability coefficient, looking into scoring issues, and by deconstructing mean scores).

This was followed by a general discussion regarding the difficulty of getting qualitative data published in peer-reviewed journals. The result is that researchers will often attempt to use both quantitative and qualitative approaches within a study. Phil noted that some OHP-relevant journals, such as *Human Relations*, are already open to qualitative studies. Thomas Rasmussen (University of Aarhus) discussed the tendency for researchers to use qualitative methods, while adopting a quantitative frame of mind.

Bjorn Karlson (Lund University Hospital) recommended that researchers carefully consider the purpose of their research before deciding on an appropriate methodology. For example, when looking at longitudinal prediction, self-report questionnaires may suffice, but when implementing and evaluating interventions, more qualitative approaches may be necessary, in order to understand the exact nature of any problems. The group agreed that qualitative methods should be used to generate suitable, and relevant, questionnaire items.

Vincent Grosjean and Corinne Van de Weerd (INRS, France) provided a very interesting description of the different methodologies they have used when researching call centre employees. They use different methodologies in order to obtain an accurate picture of reality. One interesting approach adopted by Vincent and Corinne, involves videotaping call centre employees, to look for relationships between particular events and activities and subsequent emotion. They consider this a very useful approach, as they have found a reluctance to express any negative emotions or attitudes in questionnaire measures.

Overall, the 2003 Research Forum provided the context for an interesting discussion concerning the methodological challenges facing OHP researchers. The general themes that ran through this discussion related to the adoption of both quantitative and qualitative approaches, and the need to encourage journals to be more willing to accept qualitative OHP studies.

Academy Fellowship Awards

The Academy Organising Committee engages in an annual process of considering academics, researchers, and policy makers of merit for an Honorary Fellowship award. During the Berlin conference, the Academy honoured two of our most eminent colleagues, **Professor Lois Tetrick** and **Professor Johannes Siegrist**. Both have made outstanding contributions to occupational health psychology in Europe, and worldwide. We hope that the brief biographical sketches below do justice to their respective contributions. The Berlin delegates were themselves honoured by the excellent keynote presentations given by Prof. Tetrick and Professor. Siegrist. These presentations can now be downloaded from the Academy website.

Congratulations to you both!

Lois E. Tetrick

Professor Lois Tetrick received her doctorate in Industrial and Organizational Psychology from Georgia Institute of Technology in 1983. Upon completion of her doctoral studies, she joined the faculty of the Department of Psychology at Wayne State University and remained there until 1995 when she moved to the Department of Psychology at the University of Houston. She joined the faculty at George Mason University as the Director of the Industrial and Organizational Psychology Program this fall.

Professor Tetrick is an Associate Editor of the *Journal of Occupational Health Psychology*, has served as associate editor of the *Journal of Applied Psychology*, and is on the editorial board of *Journal of Organizational Behavior*. She co-edited the *Handbook of Occupational Health Psychology* with James C. Quick as well as the Society for Industrial and Organizational Psychology Frontier Series volume: *Health and Safety in Organizations* with David Hofmann.

Professor Tetrick's research has focused primarily on individuals' perceptions of the employment relationship and their reactions to these perceptions, including issues of the exchange relationship between employee and employer, occupational health and safety, occupational stress, and organizational commitment.

Professor Tetrick is a fellow of the American Psychological Association, the Society for Industrial and Organizational Psychology, and the American Psychological Society. She has served as the chair of the Human Resources Division of the Academy of Management and is currently an elected member of the APA Council of Representatives representing Division 14 Industrial and Organizational Psychology.

Johannes Siegrist

Johannes Siegrist is Professor of Medical Sociology and Director of the School of Public Health at the Medical Faculty, University of Duesseldorf/Germany.



Tom Cox presents an Honorary Fellowship to Professor Johannes Siegrist

Born in 1943 in Switzerland, he received his Ph.D. in Sociology from the University of Freiburg i.Br. Subsequently he became Professor at the University of Marburg and Visiting Professor at the Institute of Advanced Studies in Vienna, Austria and at the Johns Hopkins University, Baltimore/USA. In 1994, he held the Belle van Zuylen Chair at the University of Utrecht, Netherlands.

His major research field is 'social determinants of health in midlife and early old age, with a special focus on stressful psychosocial work environment'. He developed the effort-reward imbalance model of work stress and initiated, together with his group, original research on its effects on health.

The author of several books and some 300 original papers, Professor Siegrist also serves on advisory boards of several international journals, including *Work & Stress* and *Scandinavian Journal of Work, Environment and Health*. He is Past President of the International Society of Behavioral Medicine, and currently Scientific Director of a European Science Foundation program on 'Social variations in health expectancy in Europe'. His Honors include membership of Academia Europaea.

Andre Buessing

The late Andre Buessing was vice-president of the Academy and held a Chair at the Technical University, Munchen, Germany. In recognition of Andre's commitment of the Academy since its inception, the executive committee has awarded Andre a Fellowship of the Academy. The award will be presented to his family and a full obituary will appear in the next edition of the newsletter.

Current OHP Research and Policy Developments

This section provides the opportunity for our members to outline current research programmes and policy developments that are taking place in various centres and countries around the world. In this issue, we are delighted to be able to present short articles relating to workplace bullying and aggression, managing chronic illness at work, and the converging interests of OHP and Human Resource Management (HRM). Many thanks go to **Dr. Adrienne Hubert, Dr. Joel Neuman, Dr. Fehmidah Munir, and Dr. Marc van Veldhoven** for taking the time to submit these articles for publication in the Newsletter.

Workplace Aggression

By Joel H. Neuman (*State University of New York at New Paltz*)

Over the past 10 years, my colleagues and I have explored issues related to workplace aggression, broadly defined as *any form of behavior directed by one or more persons in a workplace toward the goal of harming one or more others in that workplace (or the entire organization) in ways the intended targets are motivated to avoid*. Our early efforts focused on the nature and frequency of such behavior, as evidenced by the extent to which people either witnessed or experienced a wide range of physical, verbal, active, passive, direct, and indirect forms of aggression (see, for example, Baron & Neuman, 1996, 1998). Similar to findings in the workplace bullying (Einarsen, Hoel, Zapf, & Cooper, 2003) and emotional abuse literatures (Keashly, 1998), our work demonstrated that non-physical forms of aggression were much more prevalent in work settings than acts of physical violence. In fact, we found that verbal, passive, and indirect forms of aggression were significantly more prevalent than instances of physical, active, and direct aggression (Neuman & Baron, 1998). In short, we found that covert aggression was decidedly more prevalent than overt forms of harm-doing and that aggression, in all its varied forms, is ubiquitous in work settings—as it is in other social contexts.

Our early work also demonstrated the value of applying contemporary theories of interpersonal aggression, and the substantial empirical and theoretical base upon which they are constructed, to the exploration of aggression in work settings. As these theories suggest, human aggression is clearly linked to the experience of stress, frustration, negative affect, physiological arousal, and perceptions of injustice. Since these variables are ubiquitous in our contemporary business environment, one should expect to find increases in workplace aggression associated with “leaner and meaner” work settings. Consistent with this reasoning, our research demonstrates that workplace aggression is associated with budget/pay cuts, layoffs, downsizing, restructuring, increased use of

part-time employees, job-sharing, introduction of technological change, employee performance monitoring, and the implementation of “inequitable” affirmative action policies (Baron & Neuman, 1996, 1998).

More recently, in a longitudinal study within the United States Department of Veterans Affairs (VA), which has been ongoing for the past four years, we have extended our research to better understand the nature and prevalence of workplace aggression across a variety of work settings as well as its impact on individuals, groups, and organizations. Using the Workplace Aggression Research Questionnaire (WAR-Q; Neuman & Keashly, 2003), administered over a two year period to 8,596 employees working in 26 different facilities within VA, we found that over a 12 month period, 28% of our respondents experienced 1-5 aggressive events on a weekly or daily basis and 7% experienced 6 or more such incidents over the same period of time. In short, using a common definition of workplace bullying (i.e., persistent aggression occurring on a weekly or daily basis for 6 months or longer in duration), 35% of our sample can be classified as bullied.

In terms of the actors and targets, 42% of the actors were identified as coworkers, 36% as superiors, 12% as customers/clients, 5% subordinates, and 4% as “other.” With respect to targets’ reactions to such negative behavior, both frequency and persistence of aggression were found to be associated with increased levels of stress, job dissatisfaction, and intentions to leave the organization. Furthermore, and most disturbing for practitioners attempting to deal with this problem, approximately 75% of targets of aggression admit that they are bothered to some greater or lesser degree; unfortunately, even the most troubled targets rarely, if ever, file formal grievances, institute legal actions, or report these behaviors to superiors or union officials.

With respect to the financial impact of these

behaviors, we are in the process of analyzing statistical models linking aggression- and stress-related variables to important business outcomes. Even at this early stage, the evidence connecting “low-level” forms of aggression to the organization’s “bottom-line” is compelling. For example, the use of high involvement work practices—which, in part, involves reduced levels of workplace aggression and stress—is associated with a potential annual cost savings of approximately \$1,203,040 (U.S. dollars) within an average size VA healthcare facility. Extrapolating from these data, we project a system-wide annual savings of over \$175.6 million U.S. dollars (Harmon et al., in press). Using such data to construct a “business case” for action has proven useful in attracting and galvanizing the attention of management within VA. As we and other research teams continue to build, test, refine, and validate such models in a variety of work settings, more “bottom-line” oriented individuals may begin to appreciate the need to address workplace aggression in their own organizations. In addition, these models may provide important insights for the development of new strategies and interventions to deal with both the antecedents and consequences of aggression. For example, in our VA project, the models were used in conjunction with “action maps” to help work units identify and address site-specific issues related to workplace aggression and stress, within the context of a collaborative action research process (Kowalski, Harmon, Yorks, & Kowalski, 2003). Although these interventions are currently being evaluated, the early evidence looks quite promising and we hope to be able to present more definitive data shortly. Stay tuned!

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**Contributions for the next
issue of the Newsletter are
invited!**

Short articles, conference announcements, news items and relevant photographs are all welcome. Readers are also interested to read about the institutions, programmes and research projects that their colleagues are involved with.

Please send all items to:
newsletter@ea-ohp.org

Occupational Health Advisors and Bullying Policies in the Netherlands

By Adrienne Hubert (Independent)

From scientific point of view, we know that it is very important to prevent and overcome bullying at work. It is generally known that bullying has severe consequences for the (psychic) health of victims (see for example Einarsen & Mikkelsen, 2003). Moreover bullying has consequences for the bystanders. Witnesses of bullying have more psychosomatic complaints, less work satisfaction and a higher intent to turnover (Hubert, Furda & Steensma 2001).

Since 1994 employers in the Netherlands are legally obliged, through the Working Conditions Act (Arbeidsomstandighedenwet), to protect their employees from sexual harassment and (psychological) aggression and their negative consequences. This legislation contains several kinds of aggression among which mobbing/bullying. Since 1999 employers need to have a policy to prevent and overcome sexual harassment and aggression. The evaluation of the Working Conditions Act on this point in 1999, revealed that one third of all organisations (34%) appointed one or more employees as a confidential counsellor. Seventeen percent of Dutch organisations had a grievance committee for sexual harassment established (Soethout and Sloep, 2000). In order to help organisations to tackle bullying, a Systematic Approach Model was developed (Hubert, 2003) at the request of the Dutch Federation of trade unionism (FNV). The Systematic Approach Model concentrates on the specific responsibilities of the various professional disciplines involved in five different phases for action in efforts to prevent and overcome bullying:

Phase 1 prevention;
Phase 2 uncovering;
Phase 3 support;
Phase 4 intervention; and
Phase 5 after-care.

The responsibilities of Occupational Health Advisors concern mainly the phase 'prevention'. It is important for Occupational Health Advisors to demonstrate the prevalence and nature of bullying occurring in organisations. A short screening instrument for this purpose is Leiden Mobbing Scale-II (LEMS-II; Hubert & Furda, 1996; translated in the German, French and English language). Further Occupational Health Advisors can advise organisations about the development and implementation of a (preventive) policy. Such a policy could include:

- a policy statement,
- a code of conduct,
- a reporting and complaining procedure,
- informal measures (e.g. mediation),
- tasks and responsibilities of different disciplines involved,
- means of implementation, and
- moments of evaluation of the policy.

The next evaluation of the Working Conditions Act on sexual harassment and aggression and violence will be in 2004. Hopefully by then, more organizations will have taken measures to prevent and overcome bullying.

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Managing Chronic Illness and Disability at Work

By Fehmidah Munir & Sara Jane Cox (University of Nottingham)

2003 has been designated as the European year of Disabilities. In light of this, European Union institutions and bodies, and national governments are directing attention to promoting the participation of people with illness and disabilities in working life, both in order to prevent their social exclusion and also as a solution to the problem of shortages in the labour market.

In the last several years, the Institute of Work Health & Organisations (I-WHO), Nottingham, has devoted particular attention to this issue. Specifically, the focus has been on improving the quality of working life for people with chronic illnesses. Chronic illnesses are recognised as one of the most expensive health problems in modern industrialised countries (World Health Organization, 1992), and affect approximately one in three people in the UK (Department of Health, 2003). Common examples are asthma, diabetes, arthritis, back pain, irritable bowel disease and psychological conditions such as depression and anxiety. There are increasing numbers of employees with chronic illnesses, and employees caring for family members with chronic illnesses. For such individuals, social inclusion is a personal but essential issue.

At present, much of the attention at the European and national levels, has been on people registered as disabled or those with physical disabilities. As a result, the effects of chronic illness are not sufficiently addressed in key policy areas such as employment, job retention and rehabilitation. The Chronic Illness Research Group at I-WHO, represented by Dr Fehmidah Munir, Dr Sara Jane Cox, Professor Amanda Griffiths, Professor Cheryl Haslam and Dr Stavroula Leka, have recently begun to address this. Although much of the work conducted by the group has focused on work-related chronic illnesses, for example, work-related stress and musculoskeletal disorders, currently funded projects include investigation of employer and organisational characteristics in providing workplace support to employees with a range of chronic illnesses. This approach moves beyond current studies at national and European levels, in the examination of key barriers to employment.

The first study on Managing Chronic Illness at Work, funded by the **University of Nottingham**, has recently been completed by Dr Fehmidah Munir and an executive summary of the key findings is available on the I-WHO website and on the European Agency for Safety and Health at Work website. The study found that employees differ in their need for support, depending on their chronic illness, and organisational divisions vary considerably in providing that support. Disclosure of chronic illnesses also varied across the

organisation. The implications suggest a closer examination of organisational practice or culture on employees with chronic illnesses, and of the different strategies of self-managing a chronic illness that are adopted by such employees. Fehmidah Munir has recently been awarded a grant from the **European Social Fund** to further her research in this direction. The project will also carry out an in-depth investigation into disclosure behaviours, perceptions of illness and stigma, and the impact on work characteristics.

In developing a wider understanding of issues facing those with a chronic illness within the workplace, it is also important to examine the needs of employees. This is the focus of a project funded by the **National Association for Colitis and Crohn's Disease** (NACC) and led by Dr Sara Jane Cox. The research project is exploratory, and designed to identify and map the specific work-related concerns of adults with Inflammatory Bowel Disease (IBD).

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Occupational Health and Safety versus Human Resources Management: Converging Interests in Occupational Health Psychology?

By Marc van Veldhoven (Tilburg University)

Whereas by tradition environmental risks and safety issues predominated the field of Occupational Health and Safety (OHS), nowadays, psychosocial issues are considered equally important as the type of work for most employees has drastically changed during the last decades of the twentieth century (Cox et al., 2000; Paoli and Merllié, 2001). Also, the importance of worker behaviour in the traditional areas (environmental risks and safety) of OHS is now recognized (Oliver et al., 2002). The field of occupational health psychology (OHP) has emerged.

Human Resource Management (HRM) can be considered the dominant perspective on people management within organizations. Whereas partial accents in HRM can vary on a national basis according to differences in institutional contexts (Boselie, Paauwe and Jansen, 2001), the general HR philosophy has spread worldwide, and many large organizations are working on internationally coordinating their HR policies in multiple countries (Gomez-Mejia, Balkin and Cardy, 2001). To evolve further, especially in the direction of workplace interventions in psychosocial issues and worker behaviour, the field of OHS has to ask itself how it connects to HRM.

We believe the field of OHP is of special importance in this respect. We will now briefly illustrate this in terms of goals, instruments, value and strategy.

Goals

Now that worker behaviour and psychosocial issues have become more important in OHS, the goals of HRM and OHS have partially become more aligned: both fields are –among other goals– concentrated on influencing worker behaviour and subjective outcomes at the individual level (e.g. symptoms of stress and well-being). OHS can be found as a regular issue in HRM textbooks (Gomez-Mejia, Balkin & Cardy, 2001). OHP is a linking issue between the two fields.

Instruments

Both the field of OHS and the field of HRM have developed an array of instruments for achieving

important measurement goals. Traditionally these instruments were very much different in nature: there were safety inspections on the one hand (OHS) and employee opinion surveys on the other hand (HRM). Nowadays, both fields make intensive use of questionnaire research and audit systems. Coordinating the content and timing of these instruments is becoming increasingly important in practice. Many companies are therefore integrating their separate instruments for OHS and HRM (and for quality management et cetera) into one and the same instrument, in order to have an efficient management cycle. A considerable part of the overlap between the instruments that were historically developed separately within the OHS and HRM frameworks, concerns OHP-related aspects like task content, work pressure, social support, job strain, well-being on the job et cetera.

Value

The contribution of human resource management to performance is one of the basic issues in HR studies (Wright and Boswell, 2002). But not only HRM is asked to prove its business value (especially in times of economic hardship), the same holds for OHS (Marson, 2001). One way to view the situation is to think of HRM and OHS as competitors for the same organizational resources, and soon the managerial question can be expected what elements of what tactic (HRM or OHS) are relevant. It is interesting to note that approaches originally developed in the field of HRM (HR costing and accounting) are now being used to evaluate the economic value of OHS workplace interventions (Landstad et al., 2002). This type of research looks very promising for intervention research in the field of OHP. Cross-overs in the opposite direction may also be possible.

Strategy

In the field HRM a strong tradition has developed around strategic HRM, e.g. the fit of HRM-policy with organizational goals and strategy on the one hand, and the internal consistency of separate HR-instruments (reward systems, training and development, job design et cetera) on the other

hand (Baron & Kreps, 1999). Interestingly many present and emerging strategic human resource challenges discussed by HR-experts (e.g. Gomez-Mejia, Balkin & Cardy, 2001) are very central to the field of OHP. Among the topics mentioned are: dealing with job stress, learning to function in self-managed work teams, coping with job redefinition because of the diffusion of ICT, job insecurity et cetera.

Emerging picture

The fields of OHS and HRM are converging. To further illustrate this point, a new handbook on the connection between OHS and HRM has just appeared (Boyd, 2003).

The field of HRM appears to be a necessary partner for OHS in achieving goals for occupational risks that are connected with human behaviour and psychosocial job conditions (the OHP arena). At the very least HRM and OHS have to coordinate their instruments and confront comparable questions from management in terms of their value for the organization. OHP appears to be of special importance in this respect.

General frameworks, practical approaches and research agendas on how to integrate (parts of) HRM and OHS are being developed. An interesting case, already reporting on such developments, can be found in the German banking sector (Fisher and Mittorp, 2002). The author would like to invite EAOHP-members, readers of this Newsletter, to notify him of developments they consider interesting in this direction, indicate whether there is interest in sharing developments, and make suggestions as to how developments could be stimulated.

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EA-OHP Information Pages

Snapshots

This section is designed to give you up-to-date OHP news:

- The Institute of Work, Health & Organisations, University of Nottingham are about to advertise three academic posts: Senior Lectureship/Lectureship in Occupational Psychology or Organisational Behaviour, Lectureship in Occupational Health & Safety Leadership or Occupational health Psychology, and a Lectureship in Research Methods.. Visit www.i-who.org to find out more
- Goldsmiths College now offer a module in Occupational Health Psychology within their Occupational Psychology Masters programme. Visit www.gold.ac.uk to find out more
- The Journal of Occupational and Organisational Psychology are inviting submissions for a special issue on diary studies. Visit www.bps.org.uk/publications/jOP_1.cfm
- A special issue of the Journal of Happiness Studies has recently been published with a focus on Experience Sampling Method which might prove an interesting read for all those interested in new methodologies
- Have you joined the OHP Listserve yet? Listserve is an e-group which provides a forum for discussion for individuals interested in OHP. To join email listserv@lists.apa.org **In the text simply type:**

SUBSCRIBE OHPLIST Rebecca Slan (change "Rebecca Slan " to your name)

After sending this message you will soon receive an email explaining how the OHPLIST works, and how you can participate in the discussion

Is there anything exciting going on in your place of research? Spotted unusual articles, found discussion groups, want to ask questions of other members? If so, then let us know at newsletter@ea-ohp.org.

Affiliate Members

Contributions welcome!

Over the last three years there has been an increasing number of affiliate members amongst us. We hope to continue developing a strong affiliate membership base, and to develop an 'Affiliate Page' within the newsletter. To ensure that you are getting the most from the EA-OHP, please let us know what you would like to see us doing for you!

This is a great opportunity to share useful information and establish contacts within the discipline. Short articles about research and practice in OHP, experiences in job searching and training would all provide valuable information to other affiliate members. Similarly, any enquiries, notifications of conferences and events are welcome.

Please contact enquiries@ea-ohp.org



European Academy of Occupational Health Psychology

The European Academy of Occupational Health Psychology (EA-OHP) has been established to develop and promote occupational health psychology within Europe, and to provide a coherent and managed European input to the discipline's development worldwide. The Academy is organised through two committees –an Executive Committee and a Conference Committee– and three forums –Research, Education and Professional Practice. It has its own Newsletter and organises a programme of regional meetings and international conferences. It has a formal relationship with the international journal *Work and Stress*, which is offered at a substantial discount to members (see below).

Conferences

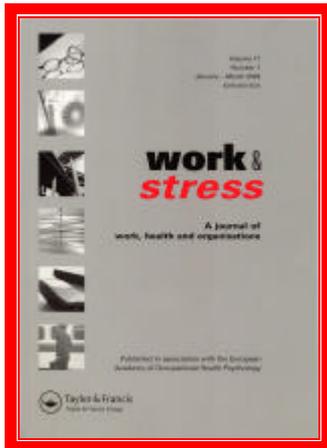
It is the explicit ambition of the EA-OHP to offer the opportunity for those interested in and working with occupational health psychology to get together and discuss the recent developments within the discipline. To facilitate this, the EA-OHP organises annual international conferences. The first Conference of the European Academy of Occupational Health Psychology (EA-OHP) was held at the University of Lund, Sweden, in 1999. In 2000, the second conference was hosted by the Institute of Work, Health and Organisations in Nottingham, United Kingdom. The third was held in Barcelona, in 2001, followed by in Vienna in December 2002, and Berlin in November 2003. The next conference will be in Oporto, Portugal, November 24-26 2004.

Membership benefits

- A discounted subscription to the journal *Work and Stress*: As part of the membership package, the journal is offered to Academy members at £50 per annum –this represents over 50% off the standard individual rate of £103). This preferential rate is obtained via the Academy's website: http://www.ea-ohp.org/Work_Stress/index.asp
- A Newsletter carrying information about the Academy, news, research updates, information on training, conferences and publications
- Reduced registration rates for EA-OHP Conferences (at least 10% discount)
- Reduced rate for past and future Conference proceedings (20% discount)
- Voting rights to shape the development of the EA-OHP

Joining the Academy

The Academy membership fee is integrated into the price of attendance at the annual conference. Thus, delegates attending the Academy's annual conferences automatically become members for the subsequent year. Individuals wishing to join the Academy for 2004 who did not intend the Berlin conference, may join by following the prompts at <http://www.ea-ohp.org/Membership/index.asp>



Work & Stress

Published in Association with the European Academy
of Occupational Health Psychology

Work & Stress is an international, multidisciplinary quarterly presenting peer-reviewed papers concerned with the psychological, social and organizational aspects of occupational and environmental health, and stress and safety management. The journal publishes empirical reports, scholarly reviews, case notes, research notes and theoretical papers. It is directed at organizational health psychologists, work and organizational psychologists, those involved with organizational development, and all concerned with the interplay of work, health and organisations.

The journal has recently revamped its Editorial Board and operating procedures. As a result, new blood has been injected into the journal along with new review procedures. These are designed to reduce the “turnaround” time for papers. They include the trial of a fast-tracking system for selected papers, similar to the policy adopted by some other journals.

The new **Advisory Board**, which is supported by a panel of Consulting Editors, consists of:

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Papers in press include:

Bravo, M.J., Peiro, J.M. Rodriguez, I. and Whiteley, W.T. “Social antecedents of the role stress and career-enhancing strategies of newcomers to organisations: A longitudinal study” (*Work & Stress* 17 (3), 2003)

Goldenhar, L.M., Williams, L.J and Swanson, N.G. “Modelling relationships between job stressors and injury and near-miss outcomes for construction labourers” (*Work & Stress* 17 (3), 2003.)

Chen, W.Q., Wong, T.W., Yu, T.S., Lin, Y.Z and Cooper, C.L. “Determinants of perceived occupational stress among Chinese offshore oil workers” (*Work & Stress* 17 (4), 2003)

Weyman, A., Clarke, D.D. and Cox, T. “Developing a factor model of coal miners’ attributions on risk-taking at work (*Work & Stress* 17 (4), 2003.)

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It is our pleasure to invite you to the 6th Conference of the European Academy of Occupational Health Psychology (EA-OHP). The Instituto Superior da Maia (ISMAI) and the Department of Psychology and Communication at ISMAI are pleased to host the EA-OHP conference at the Forum in Maia, Portugal. ISMAI organised the first Portuguese Conference in Occupational Health Psychology in 2000.

The European Academy of Occupational Health Psychology (EA-OHP) develops and promotes research, practice, and education in Occupational Health Psychology throughout Europe, and worldwide. Established in 1999, the EA-OHP has held its annual conference at various venues across Europe, providing a forum for learning and discussion on the latest advances in the field of Occupational Health Psychology.

The conference will be held in Maia, a city 8KM from Oporto, Portugal. The airport of Oporto is located in Maia. Perhaps Oporto (or Porto in Portuguese) is best known for being the home of the famous Port wine. Oporto is located on the right bank of the river Douro in Northern Portugal and is the second largest city in the country. Oporto was a European Capital of Culture for 2001, and is full of history and cultural events.

A call for papers will be announced on the Academy's website in Spring 2004.