

# Harmonious Work Community - Workplace bullying and the role of organizational practices

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Finnish Institute of Occupational Health

The aim of the “Harmonious Work Community” project is to identify organizational factors and management practices that prevent and inhibit bullying at work, as well as to promote zero tolerance of bullying in organizations.

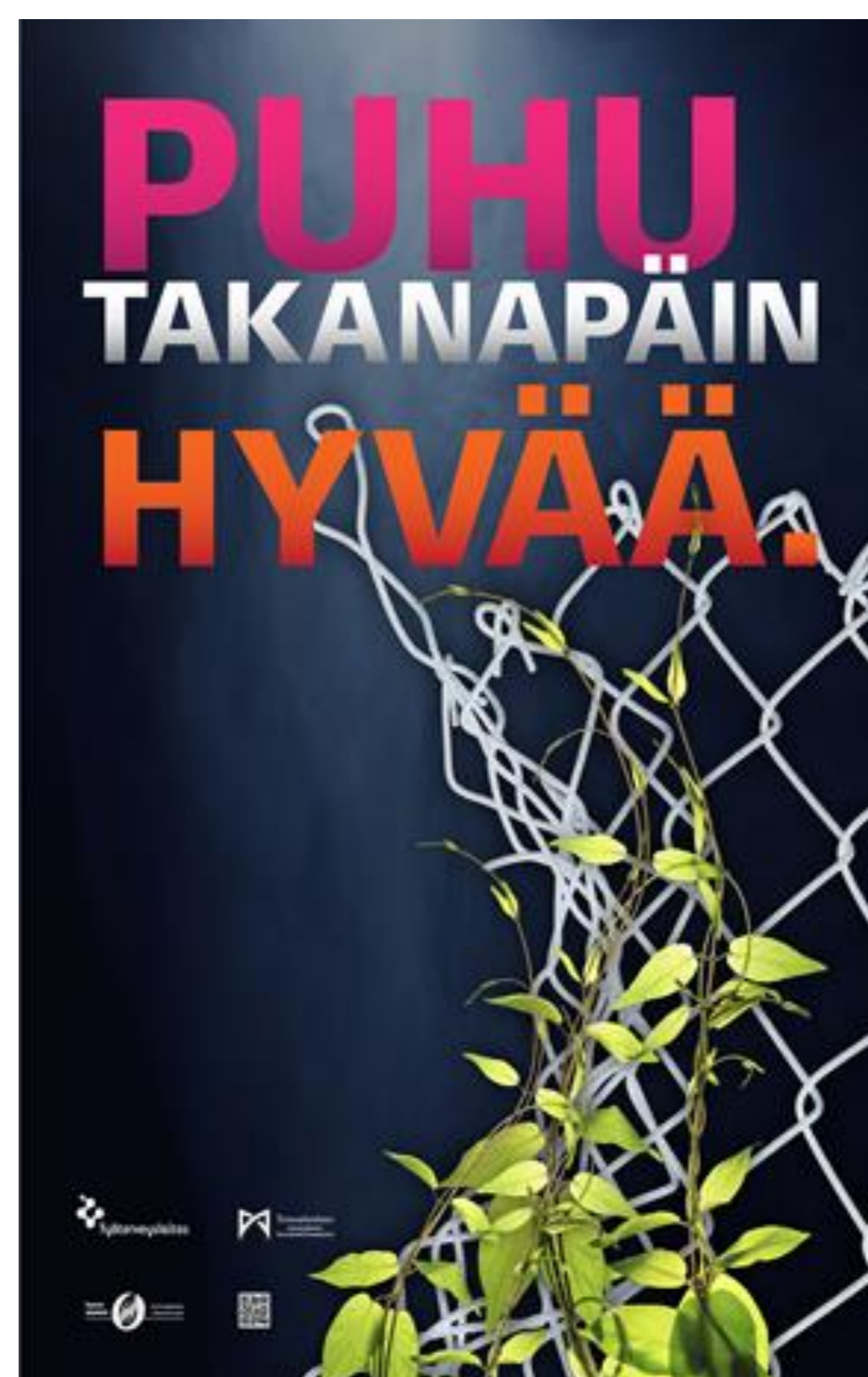
**PARTICIPANTS:** Six organizations in the field of health care, catering, metal industry and logistics services and parish work.

**DATA** was collected by interviews, surveys and multilevel interventions.

**INTERVENTIONS:** Organizational (posters, evaluation of bullying practices)

Management training (lectures, group work and exercises)

Workshops for work units to bring attention to good practices



*Speak out positive things!*

**RESULTS:** Of the 1501 pre-intervention employee respondents:

- 5 % experienced bullying themselves
- 35 % had observed inappropriate behavior and bullying.

- Of the employees, 63 % reported that if they observe inappropriate behavior they try to stay outsiders.

Reasons

- Ignorance on how to act
- Thoughts that those involved should handle the situation by themselves.

- 24 % had asked the perpetrator to stop bullying

Inappropriate behavior and bullying was found to be less common in workplace where

- All employees are following common rules
- The division of working tasks is equal
- The decisions of the supervisor are consistent
- Employees value and trust each other

Factors that prevent intervening in the workplace: bullying at work is a sensitive subject and difficult to talk about, “it’s not my business” –attitude, rush and lack of time.

**NEXT STEPS:** Follow-up interviews and survey will be carried out to assess the effectiveness of the interventions.

**ONLINE PRACTICAL GUIDE** highlighting good practices will be published at [www.ttl.fi](http://www.ttl.fi) in autumn 2016.

More information:

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