

# Contents

---

<i>Preface</i>	ix
<i>Author/Editor Biographies</i>	xvii
<i>List of Contributors</i>	xix

## PART I

### The Nature of the Problem

<b>1 The Concept of Bullying and Harassment at Work: The European Tradition</b>	<b>3</b>
---	----------

STÅLE VALVATNE EINARSEN, HELGE HOEL, DIETER ZAPF AND CARY L. COOPER

<b>2 By Any Other Name: North American Perspectives on Workplace Bullying</b>	<b>55</b>
---	-----------

LORALEIGH KEASHLY, STACY TYE-WILLIAMS AND KAREN JAGATIC

**PART II**  
**Empirical Evidence**

**3 Empirical Findings on Prevalence and Risk  
Groups of Bullying in the Workplace 105**

DIETER ZAPF, JORDI ESCARTÍN, MIRIAM SCHEPPA-  
LAHYANI, STÅLE VALVATNE EINARSEN, HELGE HOEL  
AND MAARIT VARTIA

**4 Individual Consequences of Being Exposed to  
Workplace Bullying 163**

EVA GEMZØE MIKKELSEN, ÅSE MARIE HANSEN,  
ROGER PERSSON, MAJ FOSGRAU BYRGESEN AND  
ANNIE HOGH

**5 Organizational Effects of Workplace Bullying 209**

HELGE HOEL, CARY L. COOPER AND STÅLE VALVATNE  
EINARSEN

**6 Methodological Issues in the Measurement of  
Workplace Bullying 235**

MORTEN BIRKELAND NIELSEN, GUY NOTELAERS, AND  
STÅLE VALVATNE EINARSEN

**PART III**  
**Explaining the Problem**

**7 Individual Antecedents of Bullying: Personality,  
Motives and Competencies of Victims and  
Perpetrators 269**

DIETER ZAPF AND STÅLE VALVATNE EINARSEN

- 8 Organizational Risk Factors of Workplace Bullying** 305  
DENISE SALIN AND HELGE HOEL
- 9 Conflict, Conflict Resolution and Workplace Bullying** 331  
LORALEIGH KEASHLY, HONEY MINKOWITZ AND BRANDA L. NOWELL
- 10 The Role of Discrimination in Workplace Bullying** 363  
DUNCAN LEWIS, MATS GLAMBEK AND HELGE HOEL
- 11 The Bystanders of Workplace Bullying** 385  
KAREN NIVEN, KARA NG AND HELGE HOEL
- 12 Harassment in the Digital World: Cyberbullying** 409  
IVANA VRANJES, SAMUEL FARLEY AND ELFI BAILLIEN
- 13 Cross-Cultural Perspectives of Workplace Bullying** 435  
CÉLESTE M. GRIMARD AND RAYMOND T. LEE

## PART IV

### Managing the Problem: Prevention and Treatment of Workplace Bullying

- 14 Prevention and Treatment of Workplace Bullying: An Overview** 457  
DIETER ZAPF AND MAARIT VARTIA

- 15 Managing Workplace Bullying: The Role of Policies** 497  
CHARLOTTE RAYNER AND DUNCAN LEWIS
- 16 Human Resource Management and Bullying: Part of the Problem or Part of the Solution?** 521  
DENISE SALIN
- 17 Investigating Complaints of Bullying and Harassment** 541  
HELGE HOEL AND STÅLE VALVATNE EINARSEN
- 18 Coping with Bullying at Work: How Do Targets, Bullies and Bystanders Deal with Bullying?** 563  
MORTEN BIRKELAND NIELSEN, EVA GEMZØE MIKKELSEN, ROGER PERSSON AND STÅLE VALVATNE EINARSEN
- 19 Inpatient Psychotherapy of Bullying Victims** 593  
JOSEF SCHWICKERATH AND DIETER ZAPF
- 20 Bullying and the Law: Gradual Progress on a Global Scale** 627  
DÁVID C. YAMADA
- 21 Legal Frameworks for Preventing Work-Related Bullying and Harassment and Ensuring Access to Remedies for Targets** 649  
RACHEL COX AND KATHERINE LIPPEL
- Index 675