**Appendix A**

Recommended Inclusions for a Best Practice Approach to the Management of Workplace Bullying (Woodrow and Guest, 2013)

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| **Policy** | 1. A statement of organisation’s ownership of / opposition to bullying
 |
| **Document** | 1. A definition of bullying and harassment
 |
|  | 1. A description of informal routes to address bullying
 |
|  | 1. A guide to formal routes if informal routes are not effective
 |
|  | 1. An explanation of mediation
 |
|  | 1. An explanation of complaints, grievance and disciplinary procedures
 |
|  | 1. An explanation of the responsibilities of managers
 |
|  | 1. An outline of investigation and support procedures
 |
|  | 1. Information on the monitoring of the policy
 |
| **Promotion of** | 1. Awareness campaigns
 |
| **Policy** | 1. Posters
 |
|  | 1. Leaflets
 |
|  | 1. Intranet
 |
|  | 1. Email communications
 |
|  | 1. Staff handbook
 |
|  | 1. Leaflets
 |
|  | 1. Internal magazines
 |
|  | 1. Videos
 |
|  | 1. Lectures, discussions and organisation wide meetings
 |
|  | 1. Appointment of a representative
 |
| **Staff training** | 1. Training for all new recruits at all levels at induction
2. Training at least once a year for all employees\*
 |
|  | 1. Training for complainants and accused
 |
| **Informal routes** | 1. Employee-volunteer advisory networks
 |
| **for resolution** | 1. Signposting services / help lines
 |
|  | 1. Human Resources
 |
|  | 1. Mediators
 |
|  | 1. Trade union representatives
 |
| **Formal routes** | 1. Investigation by internal / external people
 |
| **for resolution** | 1. Disciplinary procedures
 |
|  | 1. Trained investigators
 |
|  | 1. Trained mediators
 |
|  | 1. Support staff
 |
| **Support for** | 1. Professionally trained counsellors
 |
| **victims,**  | 1. Occupational health services
 |
| **Accused** | 1. Rehabilitation services
 |
| **and supporters** | 1. Reintegration services
 |
|  | 1. Help line services
 |
| **Systematic**  | 1. Absence data
 |
| **Data** | 1. Exit data
 |
| **monitoring** | 1. Staff attitude data
 |
|  | 1. Reports from support professionals
 |
|  | 1. Training data
 |
|  | 1. Levels of formal complaints
 |

Note. \*Modified from Woodward and Guest (2013)

**Appendix B (on-line only)**

Slope Analysis Moderated Mediation







**Appendix C (on-line only)**

Tests for Moderated Mediation

Bootsrapped 95 per cent CIs

(Selig & Preacher, 2008)

In units with high targeted training incidence, results revealed significant conditional indirect effects of workplace bullying 95 per cent CIs between [0.06 and 0.51] for job satisfaction; 95 per cent CI between [0.08 and 0.26] for intended turnover; and 95 per centCIs between [0.15 and 0.42] for near misses; for targeted training hours 95 per cent CIs between [0.06 and 0.24] for job satisfaction; 95 per cent CIs between [0.02 and 0.18] for intended turnover; and 95 per cent CIs between [0.04 and 0.21] for near misses; and for targeted training resources 95 per cent CIs between [0.15 and 0.38] for job satisfaction; 95 per cent CIs between [0.06 and 0.23] for intended turnover; and [0.07 and 0.28] at 95 per cent CIs for near misses.

In units with low targeted training incidence, results revealed insignificant conditional indirect effects of workplace bullying 95 per cent CIs between [-0.13 and 0.30] for job satisfaction; 95 per cent CIs between [-0.07 and 0.19] for intended turnover; and 95 per cent CIs between [-0.10 and 0.18] for near misses; for targeted training hours 95 per cent CIs between [-0.08 and 0.19] for job satisfaction; 95 per cent CIs between [-0.12 and 0.16] for intended turnover; and 95 per cent CIs between [-0.10 and 0.17] for near misses; and for targeted training resources 95 per cent CIs between [-0.26 and 0.20] for job satisfaction; 95 per cent CIs between [-0.09 and 0.27] for intended turnover; and [-0.10 and 0.26] at 95 per cent CIs for near misses.