

New Zealand
Psychological Society
Rōpū Mātai Hinengaro o Aotearoa



INSTITUTE
of
ORGANISATIONAL
PSYCHOLOGY

Te Kāhui Mātai Hinengaro ā te Wāhi Mahi

Organisational Psychology Stream

New Zealand Psychological Society Conference

Auckland, 7 September 2021

Sessions	
9.30am	<p>Keynote Community Psychology in Aotearoa; walking backwards into the future</p> <p><u>Bridgette Masters-Awatere</u></p>
10.30am	Morning Tea
11.00am	<p>Mini workshop An antidote to workplace Incivility: Strengthening relational resilience and mastering the dynamics of difficult and high conflict personality styles at work -</p> <p><u>Aleksandra Gosteva & Lev Zhuravsky</u></p>
11.20am	
11.40am	
12pm	<p>Keynote Kamana'o Crabb</p>
1pm	Lunch
2.00pm	<p>What Good Looks Like – Understanding mental wellbeing in the workplace-</p> <p><u>John Fitzgerald</u></p>
2.20pm	<p>Leaders and non-leaders: How do they differ on stress, resilience and wellbeing? -</p> <p><u>Amanda Wallis</u></p>
2.40pm	<p>Toxic workplaces: An occupational health psychology perspective on fostering workplace civility and relational resilience -</p> <p><u>Aleksandra Gosteva</u></p>
3.00pm	Afternoon Tea
3.30pm	<p>Mini- workshop Mental wellbeing at work: A matter of design not luck.</p> <p><u>Hillary Bennett</u></p>
4.30pm	IOP AGM
5.30pm	<p>IOP Dinner RSVP to john.eatwell@spgroup.nz</p>

Abstracts**(In order of first names)****An antidote to workplace Incivility: Strengthening relational resilience and mastering the dynamics of difficult and high conflict personality styles at work.**

Aleksandra Gosteva, PhD Candidate, Faculty of Medical and Health Sciences, the University of Auckland, Auckland, New Zealand. MHealSc, MEdPsych, MA AT (Clinical), PhD Candidate (Psychiatry), NZPsS Registered Psychologist. Lev Zhuravsky- PhD Candidate, Department of Public Health, Christchurch School of Medicine, University of Otago, Christchurch, New Zealand. RCpN, BA, PGCert Crit.Care, PGDip HealMgt, MHealSc (Health Management), PhD candidate
Biography:

Workplace relationships characterized by high conflict, antagonistic, dysregulated, and rigid personality patterns represent a unique clinical issue. The lack of openness, empathy, warmth, compassion, and emotional reciprocity demonstrated by leaders/co-workers with these personality patterns can make it very hard to sustain positive working relationships at the workplace. Research shows that the number of employees seeking psychological support for mastering the challenging dynamics of difficult and high conflict personality styles at work is increasing (Leiter et al., 2011; Porath, 2016; 2017). Therefore, it is important that psychologists, organisational consultants and clinicians to be well-versed in the dynamics and architecture of these relational dynamics. This workshop will offer a range of practical strategies, grounded in current research, on how to help employees to build relational resilience and manage the unpredictability, stress, and the lack of psychological safety engendered by these workplace dynamics.

Toxic workplaces: An occupational health psychology perspective on fostering workplace civility and relational resilience.

Aleksandra Gosteva, PhD Candidate, Faculty of Medical and Health Sciences, the University of Auckland, Auckland, New Zealand. MHealSc, MEdPsych, MA AT (Clinical), PhD Candidate (Psychiatry), MNZPSS, AThR, Registered Psychologist

Research the field of Industrial and Organisational Psychology has established that incivility can be harmful to employees' psychological health, safety and wellbeing at work. Studies have also shown that even 'thin slices' of incivility may lead to detrimental effects on performance by disrupting an individual's cognitive processes. A single act of incivility has an effect of decreasing individuals' task performance, creativity, helpfulness and flexibility (Porath & Erez, 2007). This presentation will offer a practical insight into how leaders can navigate incivility in the workplace by capitalising on small positive actions to promote employees' psychological health, safety and relational resilience.

Leaders and non-leaders: How do they differ on stress, resilience and wellbeing?

Amanda Wallis, Umbrella Wellbeing Ltd

Jeremy Robertson, Umbrella Wellbeing Ltd Rebecca Bloore, Umbrella Wellbeing Ltd

Paul Jose, Victoria University of Wellington

Research examining the mental health challenges facing people in leadership positions is scarce. Of those studies that are published, findings are divided over whether leadership occupancy is beneficial or detrimental to overall wellbeing. In this research paper, we analysed data from over 4000 employees (senior leaders, team leaders, and team members) across Aotearoa New Zealand with the aim to examine how they differed on wellbeing, mental health, stress, resilience, and perceptions of organisational support and climate. We ran exploratory analyses testing between-group differences, as well as multiple regression and mediation models to examine relationships between variables. We found that junior employees reported greater stress from non-work (life) stressors, lower resilience, lower wellbeing, higher psychological distress, and more negative perceptions of their organisational support and climate compared to their leaders. Senior employees reported greater stress from work-related stressors (work demands and poor peer support) and lower satisfaction with their work life balance. Using mediation models, we found that certain work factors (work demands, autonomy, peer support) and resilience factors (emotional agility, mental fitness, meaning) significantly mediate the relationship between leadership status and psychological distress and flourishing. These findings support the necessity for targeted interventions for different groups within organisations. Further, they emphasise the need for proactive and multi-level approaches to building workplace wellbeing to advantage all employees regardless of their leadership status. We make recommendations for organisations to achieve these goals and build psychologically healthy and thriving workplaces. This paper will appeal to industrial/organisational psychologists, human resource practitioners, and mental health professionals of all disciplines.

Community Psychology in Aotearoa; walking backwards into the future

Bridgette Masters-Awatere

“Me tiro whakamuri, kia anga whakamua” is a whakatauki that loosely translates as “looking backwards to move forwards into the future”. When the future direction is not yet clear, where do we look for guidance? For Māori, the advice is to look to the past. As psychologists, we can work with an intention to make a programme, service or person’s life better without certainty that the plan will come to fruition. We can’t see into the future, so the long-term impacts cannot be clearly known. Bridgette’s presentation will draw upon her recent experiences of whānau-centred research; whereby a key element of her work with agencies across the Waikato, nationally and in collaboration with international colleagues, has been to undertake systematic and robust research that places consideration of the needs, aspirations and impact on whānau at the core. Bridgette’s work from a staunch mātauranga Māori position embraces Māori cultural ways of knowing and being that foster the legitimacy of practices by Māori, for Māori, with Māori and as Māori. As an active research science-practitioner, Bridgette draws on mātauranga Māori to inform best practice with real-world impact. Embedded within this presentation are tips that can inform relational psychology in a changing world:

Mental wellbeing at work: A matter of design not luck.

Hilary Bennett

Not all work is equal. 'Good work' protects and allows people to thrive, 'toxic work' harms. Preventing harm – physical and mental – is a clear obligation for any workplace. There are also significant opportunities in designing work and supporting people so that they thrive. The New Zealand Forum's Mental Health and Wellbeing framework suggest 4 approaches to building a mentally healthy workplace in which risks to people's mental health are eliminated or minimised and the protective factors that support wellbeing are designed in. In the workshop, the interventions associated with these 4 approaches will be examined.

What Good Looks Like – Understanding mental wellbeing in the workplace.

Dr John Fitzgerald - WorkSafe New Zealand

The regulation of health and safety at work has historically had a primary focus on safety, especially the prevention through enforcement of workplace fatalities and serious physical injury. However, the health and wellbeing of a worker is 30 times more likely to be adversely affected by a work-related illness than a workplace accident. The second most common work-related health problem is associated with psychological harm, e.g., negative work-related stress, exposure to unreasonable behaviour.

While recent years have seen a re-balancing in the focus on health as well as safety, the shift in attention from risk/harm to wellbeing and harm-prevention is only just becoming apparent. The re-orientation from Safety I thinking (identification/remediation of risks when an accident happens) to Safety II (focusing on what happens when things are going well) (cf. Hollnagel, Wears, & Braithwaite, 2015) invites us to demonstrate a better understanding of 'what good looks like' rather than simply focusing on those few occasions when there are bad outcomes.

To explore what a good day at work looks like WorkSafe commissioned a small qualitative inquiry focusing on the perceived benefits to health and wellbeing of a good day at work. Participants were drawn from priority groups including Māori, Pacific workers, those new to employment, and workers in the health sector.

This presentation outlines the findings and explores their relevance as we move to a more explicit Safety II stance in relation to the support of mentally healthy work.