

Bullying, Mobbing, Workplace Harassment and Psychological Abuse or Mistreatment
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Bullying, the adult version of school harassment, implies the action of a *bully*, an agent more powerful than the victim, who may act alone or with willing accomplices. *Bossing* is a specific instance of bullying, in which the direct superior is the bully. *Mobbing* is a collective activity, often sustained by peers and even inferiors. *Institutional harassment* is a specific instance of mobbing, in which the whole of the organization gangs up against or shuns upon a target. Bullying seems to be more prevalent in individualistic cultures, while mobbing is so in more socialistic countries. In any event, we recommend the use of the wider term Workplace Harassment (WPH) when no clear distinctions among nuances are made.

We define WPH as Psychological mistreatment or unfair excessive pressure, that is persistent, repetitive and frequent, without possibility of escape or defence, facilitated or tolerated by the rest of the organization, which aims to eliminate the harassed person or to impair his/her health or capacities.

We define Psychological Mistreatment (or Abuse) as a harmful interpersonal interaction consistent in some of the following patterns:

- a) To threaten, insult, criticize, despise, ridicule, stalk or persecute someone
- b) Induce negative feelings, such as fear, discouragement, worry, insecurity
- c) To interfere with someone's mental dynamics, to interfere with the realization of his tasks, to surcharge him/her with demands and expectatives that he/sh is unable to fulfill

ACOSO PSICOLÓGICO:

1. Maltrato psicológico o presión injusta y desmedida
2. Frecuente, repetido y persistente
3. Sin posibilidad de escape ni defensa
4. Favorecido o tolerado por el entorno
5. Cuya finalidad es eliminar al acosado o destruir su salud y sus capacidades

MALTRATO PSICOLÓGICO: Interacción dañina o afectivamente perjudicial, consistente en alguna de las siguientes pautas:

- a) Amenazar, insultar, criticar, despreciar, ridiculizar, acechar, perseguir a una persona.
- b) Inducir sentimientos negativos, como miedo, desánimo, preocupación, inseguridad.
- c) Interferir con sus dinámicas mentales, dificultar la realización de sus actividades y tareas, sobrecargarle con exigencias y expectativas que no puede cumplir.