Redes Virtuales: El S.O.S del Mobbing

<u>**Autora**</u>

Marina Parés Soliva.

Presidenta del Servicio Europeo de Información sobre Mobbing.

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Speaker: Marina Parés Soliva
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1-Justification

The aim of this communication is to evaluate and analyse networks as a system of support in new situations, the impact of which health, for their novelty, does not receive attention to the regulated system of health protection in the States or countries; So that the person concerned you are checked out and not knowing how to deal with what is happening to you.

The question of mobbing or psychological harassment at work is an emergent subject, its theoretical and methodological perspectives in constant evolution are new and not rooted in the knowledge of most professionals although it is good to note that more and more

professionals know the subject, not always with the necessary rigour in the vision of the severity of the consequences, but this is an advance after all. Mobbing or workplace bullying is not in itself a disease, what it is, is a series of psychological violence behaviours that end up affecting the victim's health. They are the consequences of exercising psychological violence in a human being make this sick. The novelty of the subject and the general ignorance of it, those affected by the workplace harassment that are looking for the information networks and virtual support that did not find in the regulated health protection system. This communication is based on the analysis of the use of virtual networks to overcome mobbing through the explanation of two concrete experiences an individual character and a collective character. Individual experience is based on a way of dealing with the violence received through the creation of a personal website. This option has been widely used by those affected by mobbing. Include the analysis of several individual experiences and their subsequent theorizing, with more emphasis on the Web

Moral harassment.

The collective experience consists of participating in a discussion forum affected by the same problem. This is another way also widely used for victims of workplace bullying. Communication will be seen in charity and harmful both in a group and individual way. The collective aspect is based on my experience of the affected mobbing platform (P.A.M.) Therefore, it is obvious that the experiences of other forums will not be used and therefore nobody can give up.
This presentation is closed with the intention of reaching conclusions that facilitate the use of new technologies in their most beneficial and useful aspects for the progress of the human being both in their individual vision and in their appearance of being social.

2-Concept of mobbing

2. 1 – <u>Various definitions.</u>

I have opted to gather the definitions of psychological violence in the work that contains the basics, in my vision, to understand the phenomenon of work-in-working; namely: that these are the concrete actions of a group against a single individual.

<u>Definition de Heinz Leymann</u>

"The Psychoterror or the mobbing in the working life implies a hostile-unequipped communication of ethics that is systematically administered by one or people, mainly against a single individual, which, as a consequence, is in a situation of loneliness and prolonged impotence, based on the actions of frequent and persistent (at least once a week) and throughout the long period (at least for six months).
This definition is worth noting the terms: hostile communication, systematic administration, few individuals against an individual, harassment; As well as consequences: loneliness and impotence of the victim.

<u>Definition of I. Piñuel and Zabala</u>

Mobbing is: "A verbal and frequent behavioural abuse in time, of at least six months, and which occurs every week; A final goal of Harry, overwhelms, reduce, and break down the

psychological resistance of the victim so that they abandon the workplace for low, renunciation or dismissal; and an obligation of the victims to go to a workplace where they know they will be beaten   . "

In this definition we highlight the terms: verbal abuse, behavioural abuse, whip; as well as the consequences: abandon of the workplace and the objective: breaking the victim's psychological resistance.

EU definition

"Negative behaviour between peers or between upper and lower hierarchical, so the affected person is subjected to harassment and systematic attack for a long time, directly or indirectly, by one or more persons, with the aim and/or effect of making it void" (14-5-01).

The terms to stand out are: negative behaviour, systematic attack, one or more people against the affected, and the goal is to: make a vacuum.

Definition of Congress of Deputies-Spain

Mobbing is defined as "any unwanted conduct that threatens the dignity of a person and creates a daunting, humiliating or offensive environment", approved by the Congress of Deputies on 24 December 2003, when any articles of the law of the Statute of workers and violations of the social order are modified.

In this definition we highlight the important terms: unwanted behaviour, the intimidating or offensive environment, and the consequences: an attack on the dignity of a person.

Definition of R. Gimeno Lahoz

The legal concept of mobbing or moral harassment is the "labour pressure biased the self-elimination of the victim" (Magistrate Ramón Gimeno Lahoz in 1st day of mobbing in Girona-November 04). The terms to highlight are: the pressure of work, biased as a synonym of intentional behaviour and the objective: the self-elimination of the victim.

2. 2 – Key elements concept:

Of all the above definitions we see that they agree that mobbing is equivalent to: hostile communication and verbal abuse. On the frequency of attacks: systematic administration. On the issuer of violence: one or more individual or individuals against a single recipient, therefore all actions go to an individual (the one affected).

Actions are: Stigma, behavioural abuse, negative behaviour, and unwanted behaviour. The most obvious manifestations are: the pressure tending to make a vacuum, from an intimidating or offensive environment, the behaviour is intentional and there is solitude and helplessness of the victim. The most common are the abandonment of the workplace (temporarily or definitively).

The goal of mobbing is to self-eliminate the victim through the breakdown of its psychological resistance. This is an attack on a person's dignity.

KEY ELEMENTS OF MOBBING

> ► Hostile communication
>> ► Systematic
>> ► Different against a
>>> ► Harassment
>> ► Offensive environment
>>> ► Making a vacuum
>> ► Intentional behaviors
>>> ► Attacks on dignity
> ► The intention of making the victim disappear

In short, we can define moral harassment in the workplace as a series of hostile conduct for a group against an individual intending to hurt him. The manifestations of psychosocial harm inflicted on the victim can be diverse, every human being will respond to the violence received differently. No focus on the consequences for the health of those affected by work moral harassment because it is a widely studied topic that exceeds. The reason for this work. This study aims to go beyond the physical and psychic consequences on health and focus on how to overcome the violence received, which is Why a vision of the person as a survivor and not so much as a victim, so instead of stressing injuries (psychosocial harm) we will deepen in the healing processes.

2.3- Survival experiences

In this work we want to demonstrate the therapeutic use that it has had for many people affected by workplace bullying, new communication technologies, in particular, the use of the Internet. The hypothesis of this study has been, precisely, that the use of the Internet has allowed, in many cases, that those affected by the moral harassment happened to be seen as a victim of psychological violence in a situation of survival. In other words, you could change the feeling of helplessness to have some control of the situation.

Before describing the specific experiences of the use of the Internet, it is important that we give a brief description of the healing process in the event of violence. It is the theoretical basis on which it rests the hypothesis of this study.

According to current scientific theory, the healing process of a person who is a survivor of any kind of psychological violence passes through some stages before it exceeds the traumatic situation, consisting of: exploration, expression, comfort, indemnity, perspective, canalisation of the violence received and, ultimately, oblivion.

The exploration phase includes the reconstruction of the facts, the expression phase is to speak all that is needed, in the comfort phase , the victim must find ways to comfort, follow the compensation phase that is linked to re-become what they have suffered, and the phase of perspective where you have to know the things you have lost and the things you have won, to finish the channelling phase that involves integrating the situation in one's own life and not being ashamed; and from this point, begin to forget.

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┌─────────────────────────────────────────┐
│         HEALING THE EFFECTS OF           │
│        PSYCHOLOGICAL VIOLENCE            │
│                                          │
│              ► Exploration               │
│              ► Expressed                 │
│               ► Comfort                  │
│            ► Compensation                │
│              ► Perspective               │
│            ► Canalization                │
│                 ► Forget                 │
│                                          │
│                                          │
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When any of these stages does not develop, the person affected by the psychological violence of the kills, is blocked in one of these phases without passing to the next, so the process of victimization is chronify and the healing becomes more and more hard.

The use of new communication technologies, especially virtual Internet networks have often become Internet tools to help those affected by harassment or mobbing to go through these phases, and spontaneously, a way to heal themselves.

There are two ways to find a departure from the well of ignorance. Some of those affected by moral harassment or mobbing, have participated in discussion forums and another   way is to create a website. I will try to analyse the beneficial aspects and not so beneficial in each of the options. First, I will spend analysing the individual experience of creating a monographic web and secondly to analyse the collective experience of an Internet discussion forum on mobbing.

3-Individual experience

The creation of a personal website for some affected by bullying or mobbing can be understood, according to their own opinions, as a way to understand the process of violence received and, therefore, to consider its therapeutic aspect.

It is precisely this beneficial aspect that promotes an increase in the number of people affected to create a website and that is probably the reason to explain the increase of websites that treat workplace harassment.

There are two different types of personal websites dealing with the issue of harassment or mobbing, although both types are monothematic in nature and usually the same Web master is affected by moral harassment; differ in how they tackle it. Some cover the extensive issue of mobbing in general, the other is focusses on a particular case of workplace harassment, that of the same Web master. The first type a single-person page on mobbing and the second type I call them as a Token-report Web sites. There are no statistical studies on which of the two types is the most numerous, but and make a brief approximation the figures would be very similar.

3.1- Creation Thematic web

3.1.1- Site web a single person.

On a single-person website, the beneficial aspects are linked to the goal is that the webmaster itself had at the time of its creation. The reasons for many people suffering from harassment that become web masters, are:

a)   Understanding the process of psychological violence.
b)   To inform and disseminate the phenomenon.
c)   Try to get others affected to overcome it.

The achievement of the proposed objectives gives the affected person a power, consisting of playing an active role in their lives, in contrast to the passivity that had to be put into workplace harassment.

Transcription of some paragraphs:

. Here you have it all: books, news, announcements, links, etc.

. And I did that the information available was open to anyone in my situation to try, at least, that some of them would be saved.

. This page to help all who are passing the same

. I lived a lot of time alone, suspecting of life itself, dead in life. But when I read the books of Hirigoyen and Piñuel I returned to open my eyes in a clear way, but no rage, nor hatred, without desire to return the evil bill. I tried to understand and so my page came up, which is just the information I have been collecting for me, to understand, to find late departure almost impossible.

 . It is a fantastic place where you can find stories of mobbing, articles, notices, etc.

Thus, what helps to overcome the experienced trauma is set goals, and in case you have attained end to integrate it in one's life. The negative aspects focus on the isolation in which the affected person is focused on the dedication to the web, can live almost exclusively in the creation and maintenance of a Web page and be far from reality. In a way that can be repeated in personal life what happened in the workplace, and this person affected may be without real friends and therefore without social life. Being able to believe the virtual is real. In the specific case of the moral harassment website, of which I am a Web master; The compilation of information on the subject, with the conviction that the knowledge contributes to the human being, the tools to adapt to life situations with better perspectives of resolution. I have the certainty that as the affected most knows about the occupational psychoterrorism, there is greater possibility of leaving   the harassment. The other objective was to publicize the opinions of those affected by mobbing, in order to demonstrate the Human, intellectual and artistic values of people affected by psychological violence; in contrast to the disrepute that they suffer in their jobs.

The compilation of information has helped me know the subject and, therefore, the goal   of the   harassment process was blocked, so I managed to break with self-prosecution and fault environment and therefore keep. The bully accountable for their own acts of violence, rather than questioning my performance or looking for explanatory reasons   such as what one may have said to provoke so much hate.

Knowledge introspection leads, in the long term, to question the values, both of the individual or, as the family and cultural values, which   had previously been accepted. This process ends with a theoretical reworking of the personal subject of harassment and its situation in the context of the work culture.

3.1.2- Testimonial-web of denunciation

The benefits of the denunciation pages are centred on making evident the hidden, with the aim of achieving, on the part of the victim, the credibility that   have been   denied in the work organisation. It is a way to compensate for the damage received, a way to   overcome

the social void. The objectives are, therefore, doubles: gaining credibility and compensating the harm, by reporting this particular case. In reality, what is being reported is a situation of fraud that benefits the whole society, because with the desire to appoint guilty is ended up recognizing those who are innocent. The Web sites of denunciation wanted the application of the concept of justice in the broadest sense.

I transcribe some paragraphs:

. "This site is being prepared by a person who has suffered the serious consequences of a workplace bullying."

. "This is a very popular testimony-complain, widely documented and highlights the uneven struggle between a journalist and the powers of the factual, hypocritical and passive, where the efficiency or service is not prevailing, but the maintenance of social status and economic power..."

." It is a one-man page that costs me a lot of work, time and money to perform.

In the victim of harassment there is a sinking of the feeling of a Justice and the concept of living in a safe society. Often this desire for Justice is betrayed by judicial sentences that, in most cases does not protect the victim, in others even it gives blame and in no case acknowledge and value the beneficial role that the information provided by the victim contributes to the society. Society does not want to see reported fraud, and prefers to discredit the victim of harassment instead of protecting themselves from fraudulent and penalize them. It is an insensate performance a, acting "as if". A society without corrupt; just negating the existence of a fraud instead of attacking it.

The negative aspects of an individual Web revolve around the obsession with the Cas. In a sensation of having been unjustly treated, that is true, with one not to see beyond oneself, and what one has suffered and focus excessively on the pursuers. Focusing all the energies in the own suffering, the affected, avoids to be able to leave it, since it arrives a moment in that it looks that further of the claim of the own case itself, there is nothing more. When this kind of dynamics in the victim of bullying becomes chronic, it implies that it is increasingly difficult to reach a life "after bullying ".

3. 2- Evaluation of the individual experience

We have seen that the beneficial aspects of individual experiences in the use of virtual networks lies in attaining the objectives set out by their web master, that is, in the control that the person concerned has about the future: to disseminate information, help other people, or denounce their own case.

Recovery control helps overcome the helplessness experienced by victims of psychological violence. But we can also infer a new therapeutic aspect that occurs, in an unconscious way, in some stages of the healing process. I say unconscious since none of the master Web studies have claimed to be aware of these aspects.

A tour of the different virtual pages of the master's degrees that have been affected by mobbing helps us to highlight the stages of the healing process. In the exploration stage with the consequent reconstruction of the facts is very evident in the testimonial sites with the set of reports where the violence received is detailed in specific data, actions, etc. In the one - person pages the expression phase is more evident, because we can see extensive information on the figure of the stalker, toxic contexts, judicial processes and the news of specific cases that exist in these websites, are the palpable manifestation of this need to speak everything that is needed harassment. However, in a generic and non-particular way; although it is evident that the choice of articles or news made by the master website is determined by your particular case. Thus, we see that, in some of these websites the legal aspect of mobbing is

of great importance and there is a wide range of sentences, which leads us to think that the legal aspect of the case is what most interests him in his web master because it is what it needs to be "spoken". Enter more emphasis on the psychological aspects of the phenomenon of violence   at   work, and others in the business structure of economic liberalism is decided on the website Master. In some   single -person websites the relationship between workplace bullying and sexual harassment becomes palpable, some focus almost exclusively on vertical harassment (towards   subaltern) or in horizontal harassment (among equals), etc. For all of the above, we should infer that each master's degree website prioritizes precisely what you need to, in an individual way, to be "spoken".

In both types of personal pages, the compensation phase of the experienced suffering is in the same act of creation of the Web, and in the achievement of its objectives; and as we have seen above, one of them is to regain control of one's own life as a way of overcoming impotence suffered.

<u>Over time</u>, the person affected by harassment should take some awareness of the violence suffered in order to heal itself and on some sites, it is perceived that its web master, victim of harassment, has managed to integrate it into his life through his opinions. Beware and therefore percept what you have lost in harassment and what you have earned.


4-Collective Experience

The collective experience is based on the use by a large number of people affected by mobbing in the virtual network as a way of understanding the aggression suffered, and with it being able to integrate it into one's own life, and thus achieve becoming a survivor of psychological violence.   It consists of the participation, by a big number of people affected by mobbing, in forums of discussion on the subject of the moral harassment.

The hypothesis that we try to explain in this work is concrete in the idea that it is precisely, the lack of attention in the systems of prevention and traditional attention that have led to the massive use of the new technologies by those affected by the workplace harassment. The gap in the care of those affected by mobbing is motivated by the lack of the assessment of the phenomenon of workplace bullying as a situation of stressful violence and, above all, the ignorance of its serious consequences on the health of the employer. This information on the part of the health system has repeatedly brought in a secondary aggression towards the victim of mobbing, understood as institutional violence. So, often, workers subjected to psychological violence in their Company (whether by the hierarchy or by their peers) has been attacked in secondary way by a non-existent health protection system (Example: When the Mutual Society does not recognise the serious consequences for the health of workers subjected to harassment at work), and at the same time by a health centre that is alien to the stressful effects of psychological violence. This situation has provoked   in those   affected by the mobbing a situation of double defencelessness: of the company and of the sanitary system. Although it should be noted that increasingly, studies   and   scientists know more about the consequences of harassment in the health of workers. It is enough to appoint the studies carried out by the University of Alcalá de Henares, known as the Professor Iñaki Piñuel. The knowledge and diffusion of the health implications have led to a change in the public health system, which better attention the affected worker. This improvement in health care is valuable, although it is not enough. It must be understood that systematic psychological violence in time, against a worker, in addition to affecting physical health, has serious repercussions on psychological health, basically with regard to the victim's self-concept, which does not yet   receive a solution to the traditional health protection system.

4. 1 – __Thematic Forum.__

We start with the conviction that in some forums of the virtual network (not all) the conditions are given to overcome the moral harassment given that they facilitate to the victim of harassment the steps that lead to the healing of the consequences of gender violence psychologic in a. It does not happen in all discussion forums, because a forum is a healing tool must meet certain requirements, specifically: it must facilitate the integration of new members on one side and on the other must facilitate the equality of the members involved.

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Preconditions

   ▶ Integration
   ▶ Equality
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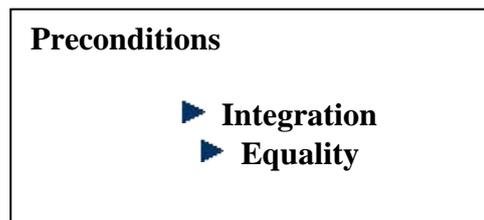
This excludes forums where there are differences of "status" (example: Experts clearly differentiated and affected) and excludes those forums where the manifest will of the affected person is not enough to be part or integrate (that is, it depends on the authorization "Someone superior" to be able to integrate or not). These types of virtual forums will be valid for information, know studies and analysis of the phenomenon. But there are no conditions to benefit those affected by the psychological violence of a healing process. These forums, they will have other uses but it is necessary to note that they do not fulfill the premises to have impact in the development of the curative stages; per both involvement in them by victims of psychoterrorism should not generate improvement of their health.

We see the reasons for these conditions, which facilitate the cure of victims; On the one hand, facilitating inclusion in a group, albeit virtual, helps to compensate for the "exclusion" to which the victim is   being subjected in the workplace, therefore, any impediment to their registration in the forum is as a new act of exclusion; and on the other hand, the equality of the participants within the forum and the non-existence of hierarchies, allows the victim to move away from authoritarian identification and the abuses of power that the Labour hierarchy has exerted. The nonexistence of hierarchies in the forum, is good for the victim, because there are already "no bosses", and the victim is a member more of the forum, a member in full right and this allows you to resolve the trauma.

In short, these previous premises are aimed at giving control of the person concerned about their role as a member of the Forum. And it is precisely this "power" on its inclusion or not, its participation or not, which allows to start the passes to overcome the trauma, almost spontaneously.

4. 2- __Evaluation__

4.2.1 – Beneficial aspects of participation in Internet forums.

We have seen before the exploration phase includes the reconstruction of the facts. So, we can see, through the direct reading of the written messages, by affected by mobbing in their participation in the forum where they explain the beginnings of their harassment and the development of their early stages. The mere fact of having to series and seriate (make a seriation) them in time is an aid.

We know that the expression phase is to speak everything that is necessary, and the members of the forums are "explaining" their mistreatment, often even day after day. The possibility of being able to express so broadly and to the level that the victim needs, is feasible in the forum. Maintaining anonymity (through the use of a Nick or pseudonym) enhances the "desfogament" (download) without pain and often, the use of expressions that in another case of less anonymity would not be used.

In the healing process, the expression phase is followed by the <u>comfort phase</u> and in the forums at hat to continuity is produced spontaneously. We understand that at this stage the victim must find ways to comfort, and the forums. The consolation comes from the rest of the participants. The other members of the forum when someone explain their pain and their suffering, they have an instinctive empathize attitude with that person, because they understand their pain (so similar to their own), are supportive with their defensiveness (so similar to their own), are able to give advice and solutions that, independently of the a adapted, convey a true sense of concern for the well-being of the victim. Most often, the victims of labour bullying find for the first time the comprehension in the virtual environment that they did not find in their real environment. This feeling of understanding helps them navigate the comfort phase, and move on to the next stage.

When a person subjected to psychological violence does not surpass the comfort phase can get trapped in him and do not reach the next. The stagnation caused by not getting the correct comfort manifests itself in an attitude of victimization by the person traumatized that manifests in an excess susceptibility.

After the comfort stage, we reach the compensation phase that is linked to the indemnity of what it has suffered. Human beings must be able to compensate for the damage received to come to oblivion. If the victim does not get it, the person affected by the workplace harassment cannot leave their role as a victim. The experts call this phenomenon the tertiary victimization which we will see later. Many affected by workplace bullying have sought compensation as indemnity for their suffering through judicial initiation, that the vast majority of times they have not given the expected outcome for the victim. Nowadays the judicial path as a form of compensation is seriously questioned.

Other affected they hope to find compensation in the repentance of the pursuers; and this is where the error is found. If so, this would be the most "normal" procedure among human beings; that is, people apologise when they have inadvertently trampled the neighbour. In workplace bullying there is a manifest desire will of damaging and humiliating, therefore awaiting the repentance of the stalkers can only generate a greater frustration in the victim because psychopathic personalities are, they never apologize.

We cannot deny evidence, only evil personalities get to perform actions that lead to situations of psychological harassment; because it is not a moment of evil humour, that we can all have, but it is a continuity in time of the will to hurt another human being; and nothing and nobody will make the wicked forget his victim or what is the same as unemployment and harassment or the "go to it".

Participation in the forum makes it possible for the victim to know that they will not be able to wait for the stalker's repentance (including the main bully and their collaborators) and therefore can begin other clearing routes. Often, the expression of those affected by not wanting to be "polluted" by the violence received and confronting the situation and a the without hate stalkers, can be a means of compensation for the victim of labour harassment

because it differs and the distance from the pursuers and their methods, finding the ethical reason for a better self-perception. Although participating in the forums allows the victim greater knowledge and information to help it through this phase, the compensation or indemnity should be outside the board, in the real world.

Once the person who is a victim of psychological violence has managed to compensate, he enters the <u>perspective</u> phase. Perspective take on the traumatic situation lived is to know the things that have lost and the things that have earned as a result of the workplace harassment. In this sense, participation in the forums are decisive, since there is a fluid exchange of experiences, which allow to give perspective to the violence received and the damages received such as all physical and psychic impacts on the health of the victims (myocardial infarcts, crisis of anxiety, depressions, cancers, fibromyalgia, etc.) as well as other losses (loss of social status, loss of the work, decrease of income, etc.) .
This could include, in light of the verbalizations of those affected, increased personal maturation, a more humanitarian view of the world, and also the opportunity to find new and true friends. Here are some examples: "PAM: Direct access to forums. Above all, you will find super people".
Finally, the channelling phase implies integrating the situations experienced and not embarrassed from it.

4.2.2 - Harmful aspects of participation in Internet forums.

The non-beneficial aspects of discussion forums against harassment are related to the manifestations of post-traumatic stress and not on self-participation. The studios confirm that the workers subjected to labour harassment finish working on the posttraumatic stress syndrome. That is, the recurrence of acts of lesser violence have the same symptomatology as a single severely traumatic situation.
The poor resolution of the aggressions received can lead to those besieged to perpetuate the cycle of violence, either directed towards others or towards oneself (suicide), were all interpersonal relationships are affected, both familiar, friendly, and also their participation in the forums, how could not be otherwise. In this case, therefore their participation in the forum, is related with the perpetuation of the cycle of violence, so that, in another context, the victim can become aggressor. Sometimes it has been given the case that a person besieged in his workplace repeats in the forum some of the violent actions received, such as: insulting, disregarding, accusing falsely, running rumours, etc. When we humans don't stop evil, then we tend to perpetuate it.

5 - Conclusions

In the process of workplace bullying, if it has not been intervened in time, the three types of victimization are reached, namely: primary, secondary and tertiary. We understand primary victimization, the one that takes place in the context of the labour organization, which consists in making a worker subject to ridicule by the managers and colleagues and to make them empty. It is the moral harassment or mobbing.

The secondary victimization is the one that receives the victim of workplace harassment by institutions that need to ensure their protection: the health system and the judicial system. That takes place, when the worker encounters a system that does not recognize the origin of their victim status, and sometimes it does not even give an entity to their illness, not to

mention when treated with inadequate drugs due to poor diagnosis. It also becomes evident that the worker's demand in the judicial pathway does not recognize him to be a victim of mobbing with the consequent loss of rights this entails.

The worker subjected to workplace bullying may reach a tertiary victimization, is the one that takes place in itself. This happens when that person fails to get the necessary help, then the effects of psychological violence cause a change in their behaviour. This type of victimization is manifested in an attitude goes on the case itself and the violence suffered, an identification with the role of victim that prevents a hopeless future.

The Information technology and communication (ITC) play an important role in each of these victimizations, basically in their preventive function. This way we can use ITC to prevent bullying in its informative aspect of the phenomenon; with the aim of changing business ethics. Secondary prevention in its use as a scientific dissemination of the phenomenon in order to motivate the intervention of social protection systems. It can be seen as a way of accessing specialized training for the professionals involved.

The use of ITC in tertiary prevention is the main reason for this in Communication. We have seen in detail the beneficial aspects of Internet use to overcome the consequences of workplace bullying. Understanding this aspect of prevention as the creation of a personal page or as the participation in thematic discussion forum.

The therapeutic role of the forums is worthy of pointing to a greater extent than in the creation of personal websites, because it reaches more people affected and also in its spontaneous facilitation in the development of the curing phases, such as tells met before, and this is due to the interactive communication between users of the forum.

If the forums do not exist or do not use them, the harassing is harder to leave the self-prosecution, especially when the family's understanding fails and the most immediate environment blaming it and that happens because the comfort phase cannot be overcome and it continues to wait for the repentance of his pursuer.

It is hoped that a greater understanding of the phenomenon of bullying or mobbing and its implications for the health of victims can help the besieged to find support in the state health system, as with other pathologies the origin of which is also the world of work. It is a desire to think that this communication has contributed, in part to it.

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