

CURRICULUM VITAE

*Patricia Anne Ferris, MSW (1733), RCSW (00088), M. Sc., Ph.D.
(Industrial Organizational Psychology)*

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Profile Forty-plus years of progressively responsible experience in mental health counselling and training focused on mental health and work quality of life issues, management, delivery and evaluation of Employee and Family Assistance Program services. Twenty-five plus years of clinical experience in treating targets of workplace bullying, training organizational professionals in managing workplace bullying, and delivering respectful workplace training and consultation.

Certification Registered Social Worker (Alberta) – Certificate #1733 Clinical Registry
Certificate # 00088
Certification in Hypnotherapy
Certification in Advanced Critical Incident Response
Certification in Advanced EMDR
Certification in Myers-Briggs assessments
Hogan Assessments for workplace leadership selection

Professional Activities

- Member, Applied Neuroscience Association
- Member, Alberta College of Social Workers, Clinical Registry Assessment Committee
- Member, International Association on Workplace Bullying and Harassment since 2004
- Member International Association on Workplace Bullying and Harassment Committee on Sexual Harassment
- Co-Convener, Special Interest Group for Therapists, International Association on Workplace Bullying and Harassment 2010 to 2019.
- Adjudicator for Best Practices in Occupational Health and Safety International Award, National Institute of Occupational Health and Safety 2009 to present.
- Internationally recognized specialist in the treatment of those exposed to workplace bullying.
- Specialist in training for Respect in the Workplace Interventions.
- Specialist in the treatment of targets and perpetrators of Workplace Bullying.
- Counselling on various issues in settings, including inpatient mental health centers, Employee Assistance Programs, and private practice.

- Program Manager for Employee and Family Assistance Programs since 1989. Organizations served included mental health facilities, universities and organizations in the service, oil and gas and technology fields.
- Management of workplace disability programs, threat assessment teams, organizational effectiveness teams and international incident investigation teams.
- Delivery of Critical Incident Stress Management since 1989, completing approximately 100 debriefings.
- Program evaluations for government departments, mental health service providers and employee and family assistance program providers.
- Delivery of organizational effectiveness interventions and training and workshops and leadership focusing on change management, workplace stress and burnout, team building development and coaching.

Relevant Work History

- Principal Pat Ferris Consulting: Counselling, Coaching, and Consulting on mental health issues with international expertise in workplace bullying.
- Vice President, Board of Directors, Empowering H.O.P.E. (Humanizing, Optimising the Provider, Patient, and Public Experience) in Health Care Foundation.
- Partner and Therapist Janus Associates/Calgary Psychology Group 2006 to 2019: Provision of clinical services to adults and children with depression, anxiety, marital issues, and workplace issues, including bullying and harassment. Delivery of training programs in stress management, non-harassment, psychological peer assistance and various other topics. Organizational consulting on workplace issues: 2006-2019.
- Organizer, International Association on Workplace Bullying (IAWBH), Therapist Summer School, Mount Royal University, August 24-27, 2015.
- Co-organizer. Therapist Special Interest Group Pre-Conference Workshop, IAWBH Conference, Milan, IT., July 16, 2014, Bordeaux, France, June 5, 2018.
- Senior Consultant – University of Calgary Staff Assistance Program - March 1996-December 1997. Threat Assessment Team member.
- Employee and Family Assistance Program Manager at Corporate Health Consultants 1992-1996.
- Insurance Professional (group and individual disability) at Canada Life Assurance Company 1990-1992.
- Coordinator, Out-Patient Department and mental health therapist, Brandon Mental Health Centre 1979-1990.
- Field Instructor at the University of Manitoba, Faculty of Social Work 1988-1990.
- 26 Field Regiment (Reserves) 1979-1984, Training Officer.

EDUCATION

University of Calgary, Calgary AB

2003-2005 Ph.D. Industrial and Organizational Psychology

2001-2003 M.Sc. Industrial and Organizational Psychology

University of Manitoba, Winnipeg MB

1986 Master's of Social Work (Clinical)

1979 Bachelor of Social Work

PROFESSIONAL ORGANIZATIONS

- Alberta Association of Registered Social Workers
- International Association of Workplace Bullying and Harassment
- Society for Occupational Health Psychology
- Member Clinical Registry Alberta College of Social Workers

PUBLICATIONS AND PRESENTATIONS

BOOK CHAPTERS

Ferris, P.A. (2016). If you have been bullied: Essential insights to recovery. In A. Hout (Ed.). *What every target of workplace bullying needs to know* (pp. 40-61). Retrieved from <http://www.overcomebullying.org/workplace-bullying-book.html> .

Ferris, P.A., Deakin, R., Mathieson, S. (2019). Workplace bullying policies: A review of best practices and research on effectiveness. In P. D'Cruz et al. (eds.), *Dignity and Inclusion at Work, Handbooks of Workplace Bullying, Emotional Abuse and Harassment 3*. Springer Nature: Singapore

Ferris, P.A., Tilley, L., Stephens, F. & Tanchak, S. (2019). The roles of the counselling professional in treating targets and perpetrators of workplace bullying. In P. D'Cruz et al. (eds.), *Dignity and Inclusion at Work, Handbooks of Workplace Bullying, Emotional Abuse and Harassment 2*. Springer Nature Singapore Pte Ltd. 2018.

Field, E., & Ferris, P.A. (2019). Diagnosis and treatment: Repairing injuries caused by workplace bullies. In P. D'Cruz et al. (eds.), *Dignity and Inclusion at Work, Handbooks of Workplace Bullying, Emotional Abuse and Harassment 2*. Springer Nature: Singapore Pte. Ltd. 2018.

PRESENTATIONS AND PUBLICATIONS

Brennan, A., Ferris, P.A., Pacquet, S., & Kline, T.J.B. (2003). *The use and abuse of power in leadership*. Technical Report to Canadian Forces Leadership Institute.

Day, A., Sulsky, L.M., & Ferris, P.A (2003, June). *Fear vs. frustration: Examining employee psychological and physiological reactions to organizational stressors*. In A. Day (Chair), Symposium on work stress. Symposium conducted at the annual meeting of the Canadian Psychological Association, Hamilton, Canada.

Ferris, P.A. Glover, N., Shaw, S., Fraser, J. (2023, November 15). *Brain health in the workplace* [Panel discussion]. United Against Workplace Bullying Conference.

<https://www.conductchange.co.uk/uawb-conference-2023> .

- Ferris, P.A. Field, E. (2023, October 23-27). *Bullying causes brain injury*. [Presentation]. Neon Shed Lived experience summit. www.neonshed.com.au/LEsummit.
- Ferris, P.A. (2023, October 26-27). *Workplace bullying* [Workshop]. Vermont Office of Racial Equity Apiary for Movement Builders Conference. Stowe, Vermont, USA.
- Ferris, P.A. (2022, September). *Catching organizational attention: The neurobiology of workplace bullying*. Presentation to the International Association on Workplace Bullying Conference, San Diego, CA.
- Ferris, P.A., (2022, September). *Conversations exploring employee experiences of workplace bullying: Thoughts on moving forward*. Presentation to the International Association on Workplace Bullying Conference, San Diego, CA.
- Ferris, P.A. (2022, May). *Understanding workplace bullying*. Presentation to the Alberta Association of Fire Chiefs, Conference, Red Deer, AB.
- Ferris, P.A. (2021, April). *The interaction of exposure to workplace bullying and institutional betrayal*. Paper presented at the 12th International Association on Workplace Bullying and Harassment Conference, Virtual.
- Ferris, P.A. (2019, May). *Respect in the Workplace: A model for mitigating the hazards of workplace bullying and harassment*. Presentation to the Petroleum Safety Conference.
- Ferris, P.A. (2019, April). *Bullying: Recognition and management*. Presentation to Women in Sport Conference, Red Deer, AB.
- Ferris, P.A. (2018, November). *Is mediation appropriate in cases of workplace bullying?* Presentation to the ADR Institute of Alberta. Calgary, AB.
- Ferris, P.A. (2016, October). *Best practices in treating targets of workplace bullying*. Paper presented at the 3rd International Conference Embitterment and Mental Health, Hamburg, Germany.
- Ferris, P.A. (2016, June). *Understanding the organizational challenges of workplace bullying*. Presentation to the Vocational Rehabilitation Counsellor National Conference, Banff, Canada.
- Ferris, P.A. (2016, April). *Development of a framework to assess the severity of impact on targets exposed to workplace bullying*. Paper presented the 10th International Conference on Workplace Bullying Therapist SIG, Auckland, NZ.
- Ferris, P.A. (2016, April). *Bits and pieces of therapeutic insights and thinking about treating a target of workplace bullying: Discussion and insights from 20 years of practice*. Presentation to IAWBH Therapeutic Practitioner Conference, Melbourne, Australia.
- Ferris, P.A. (2016, April). *Understanding the organizational challenge of workplace bullying*. Presentation to the Victorian Association of Organizational Psychologists, Melbourne, Australia.
- Ferris, P.A. (2015, November). *Workplace bullying*. Interview, CTV.
- Ferris, P.A. (2015, August). *Formulating Evidence Based Practice for Targets of Workplace Bullying*. Paper presented at the International Association on

Workplace Bullying and Harassment Therapist SIG Summer School, Mount Royal University, Calgary, Canada.

- Ferris, P.A. (2015, August). *Panel discussion: Organizational and individual interventions for workplace bullying*. Panel moderator. Workplace bullying and incivility conference: Impact and strategies. Mount Royal University, Calgary, AB. August 25, 2015.
- Ferris, P.A. (2015, August). *Ruminative thinking in targets of workplace bullying: Recent updates*. International Association on Workplace Bullying and Harassment, Therapist SIG Summer School Mount Royal University, Calgary, Canada.
- Ferris, P.A. (2015, October). *Understanding the challenge of workplace bullying (WPB)*. ADRIC 2015 Big Sky, Big Ideas Conference, Calgary, Canada.
- Ferris, P.A. (2014, June). *Ruminative thinking in targets of workplace bullying and a brain imaging case study*. Presentation to the Therapeutic Practitioners Special Interest Group of the International Association of Workplace Bullying and Harassment SIG Day, Milan, Italy.
- Ferris, P.A. (2014, March). *Drawing the line: When is it bullying, when is it management?* Lancaster House Audio Conference, Toronto, Canada.
- Ferris, P.A. (2013, March). *Workplace bullying: Protecting victims from retaliation*. Presentation at Infonex Occupational Health and Safety Conference, Calgary, Canada.
- Ferris, P.A. (2013, May). *Management of bullying in the workplace*. Presentation to the Canadian Association of Registered Dental Hygienists, Edmonton, Canada.
- Ferris, P.A. (2013, May). *Psychological risk management in critical incidents*. Presentation at Disaster Forum Conference, Banff, Canada.
- Ferris, P.A. (2013, May). *Creating accommodation strategies for employees with mental illness*. Federated Press 4th Workplace Mental Health Conference, Calgary, Canada.
- Ferris, P.A. (2013, May). *Workplace Bullying*, Plenary session member, Calgary Labor Arbitration Conference, Calgary, Canada.
- Ferris, P.A. (2013, June). *Bully: A primer for employee assistance program providers*. Presentation at Insight EFAP International Conference, Calgary, Canada.
- Ferris, P.A. (2013, November). *To bend but not break: Resilience in emergency service workers*. Presentation at Emergency Social Service Network of Alberta Conference, Calgary, Canada.
- Ferris, P.A. (2013, November). *Bringing out the best: Preventing the worst*. Keynote presentation at Emergency Social Service Network of Alberta Conference, Calgary, Canada.
- Ferris, P.A. (2013, November). *Respectful workplaces: The trauma of social exclusion*. Presentation at the RCMP Commander's Conference, Banff, Canada.
- Ferris, P.A., (2011, October). *The health and safety implications of workplace bullying*. Presentation at Alberta Occupational Health and Safety Conference, Calgary, Canada.

- Ferris, P.A. (2011, June, August). Managing mental health: Accommodating the unseen. Presentation at Infonex conference on Managing Your Duty to Accommodate in the Federally Regulated Workplace, Ottawa, Canada and Infonex conference on Managing Your Duty to Accommodate, Calgary, Canada.
- Ferris, P. A. (2009). The role of the consulting psychologist in the prevention, detection, and correction of bullying/mobbing in the workplace. *Journal of Consulting Psychology: Practice and Research*, 61, 169-189.
- Ferris, P. A. (2009, August). *Accommodating Mental Health Issues in the Workplace II: Promising Practices at a Case Study Organization*. Presentation presented at Infonex Minimizing Absence in the Workplace Conference, Calgary, Canada.
- Ferris, P. A. (2009, March). *Mental Health Issues in the Workplace: Strategies and Solutions*. Presentation presented at Infonex Minimizing Absence in the Workplace Conference, Edmonton, Canada.
- Ferris P. A. (2009, March). *Stress and Fatigue in the Workplace: Managing High-Stress Jobs, Employee Stress Leaves, and Employee Fatigue*. Presentation presented at Infonex Minimizing Absence in the Workplace Conference, Calgary, Canada.
- Ferris, P. A. (2008, August). *Accommodating mental health issues in the workshop: Strategies and Solutions II*. Presentation and workshop presented at Infonex Duty to Accommodate Conference, Calgary, Canada.
- Ferris, P. A. (2007, August). *Practical solutions and best practices for accommodating workplace stress and mental disabilities*. Presentation and workshop presented at Infonex Duty to Accommodate Conference, Calgary, Canada.
- Ferris, P. (2007, April). *Stress resilience: A joint accountability*. Paper presented at the Society for Professional Engineers conference, Nice, France.
- Ferris, P. A. (2006, March). *From Practice Based Evidence to Evidence Based Practice*. Poster presented at the National Institute for Occupational Safety and Health, Workplace Health Conference, Miami, Florida.
- Ferris, P. A. (2006, November). *He said, she said: A structural equation model exploration of sex differences in work, social, and strain contributions to risk indicators of coronary heart disease in a work sample*. Paper presented at the 7th Conference of the European Academy of Occupational Health Psychology, Dublin, Ireland.
- Ferris, P. A. (2006) *Office bullies: What fosters them and what stops them*. Interview with Monitor on Psychology, 37, 72-73.
- Ferris, P. A. (2004, April). *A view from the trenches: What works best for conflict management at work*. Keynote address to the International Workplace Conflict Conference, Adelaide, Australia.
- Ferris, P. A. (2004). A preliminary typology of organizational response to allegations of workplace bullying: See no evil, hear no evil, speak no evil. *British Journal of Guidance and Counselling*, 32, 389-396.
- Ferris, P. A. (2002, June). *Romance in the workplace: Can attraction and romance be managed constructively?* Paper presented at the Alberta Labour, Arbitration, and Policy

- Conference, Calgary, Canada. Published under “Best papers 2002 Conference” available at www.cted.ucalgary.ca/labourarb/ .
- Ferris, P. A. (2002, September). *Evidence of a decreasing Scientist-Practitioner gap in the workplace bullying domain*. Paper presented at the International Conference on Workplace Bullying and Harassment, London, England.
- Ferris, P. A. (2001). *Bullying in the workplace*. Interview with CBC-TV Maritimes, December, 2001.
- Ferris, P. A. (1998). *Employee and family assistance program Start-up Manual*. Developed for the Argentinean Oil Consortium.
- Ferris, P. A. (1998, May). *The People Assistance Leader program: Development and implementation of an oil and gas industry peer assist program for critical incident management*. Paper presented to Executive Committee, Amoco International, Calgary, Canada.
- Ferris, P.A., Crockett, L. (2020). Essential insights to organizational interventions in workplace bullying. Presentation for United Against Bullying conference. UK, November 18, 2020.
- Ferris, P.A., & Kline, T.J.B. (2009). Negative interpersonal interactions in student training settings. *Journal of Vocational Education and Training*, 61, 319-333.
- Ferris, P.A., Kline, T.J.B., & Bourdage, J. (2012). He Said, She Said: Work, Bio-Psychosocial, and Lifestyle Contributions to Coronary Heart Disease Risk. *Health Psychology*, 31, 5054-511.
- Ferris, P.A., Sinclair, C., & Blackshaw, K. (2003, September). *It takes two to tango: A model of joint accountability*. Paper presented at the Health, Work, and Wellness Conference, Gatineau, Canada.
- Ferris, P.A., Sinclair, T., & Kline, T.J.B. (2005). It takes two to Tango: Personal and organizational resilience as predictors of strain and cardiovascular disease in a work sample. *Journal of Occupational Health Psychology*, 10, 225-238.
- Ferris, P.A., Sinclair, C. & Kline, T.J.B. (2003, November). *It takes two to Tango: A model of employer/employee responsibility for job stress outcomes*. Paper presented at the International Conference on Psychosocial Issues in the Workplace, Gauteng, South Africa.
- Field, E. & Ferris, P.A. (2018, June). Treating the target of workplace bullying: Diagnostic and treatment issues. Oral presentation, International Association on Workplace Harassment and Bullying, Bordeaux, France.
- Glover, N., Eyre, N., Rowson, J., McGlone, E., Ferris, P., Field, E., et al. (2023). *Using neuroscience to understand the bullied brain* [White Paper]. Applied Neuroscience: London: UK.
- Keashly, L. & Ferris, P.A. (2015, March). Civility in the Academy. Presentation to the Consortium of Post-Secondary Institutions. Mount Royal University, Calgary, Canada.

- Kline, T.J.B., & Ferris, P.A. (2005). Criterion-Related Validity of the Test of Workplace Essential Skills (TOWES). *Vertex: The Online Journal of Adult and Workforce Education, Vol.1*, 1-6.
- Ocana, A., Ferris, P.A. (2005). *A neuro-biologically informed algorithm for treating resistant depression*. Poster presented at the American Psychiatric Conference, Atlanta, USA.
- Schick, G., Serman, L. & Ferris, P.A. (1997, May). *The role of the employee and family assistance program in a threat management team*. Paper presented at the University Security Officer Conference, Calgary, Canada.
- Sinclair, C., Blackshaw, K., Ferris, P.A. (2001, June). *The inter-correlations of health, work and wellness: Review of the Workplace Wellness Program data*. Poster presentation at Health and Workplace Wellness Conference, Calgary, Canada.
- Sinclair, T., Blackshaw, K., & Ferris, P.A. (2001). *Wellness in transit: A qualitative and quantitative analysis of workplace predictors of employee health in the Transit Department of the City of Calgary*. Technical report to the City of Calgary.
- Uggerslev, K., Piasentin, K. Ferris, P.A. (2003). *Validation of the Food Consumption Patterns*: Technical report to the Canadian Forces.

AWARDS AND DISTINCTIONS

- Gold medal, Soccer, International World Masters Games, Turin, Italy, 2013
- Lifetime Achievement Award, Calgary Women's Soccer Association, 2010, for contributions to governance.
- Nominated for British Petroleum International Helios Award for Research in Best Practices in the Workplace, 2008.
- Bronze Medal, International World Masters Games, Portland, Oregon, 1997.
- Woman of Distinction, Sports, Brandon Manitoba, 1989.
- Canadian Body Building Champion, Vancouver, 1986.