



Turning molehills into mountains

PSA: Preventing Harms: Turning insight into impact

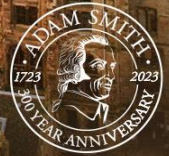
18th Nov 2025

Prof. Rosalind Searle, PhD., FASS, FIAAP, FBPS, Academic (FCIPD), Chartered Psychol (occupational)

WORLD CHANGING GLASGOW

NIHR National Institute for Health and Care Research

professional standards authority
for Health and Social Care



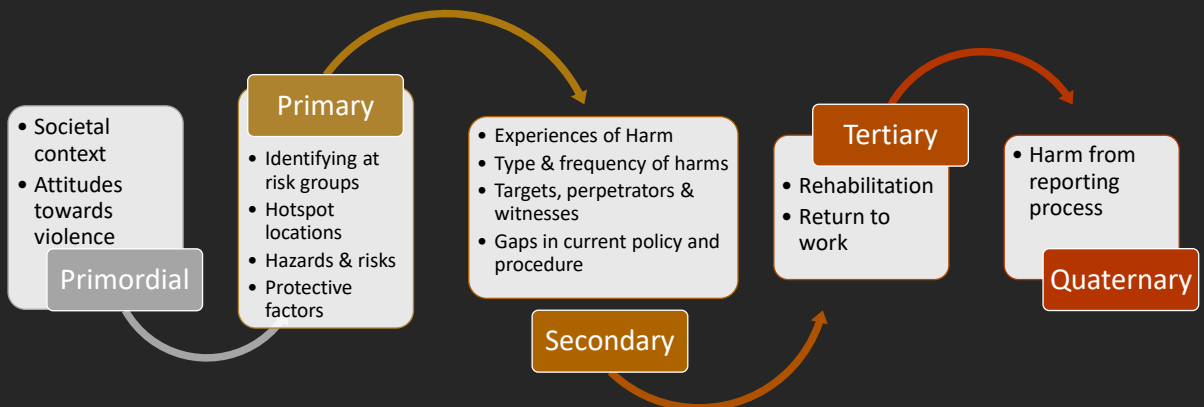
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Prevention focus Searle, Bowen & Stone 2025



Adam Smith Business School



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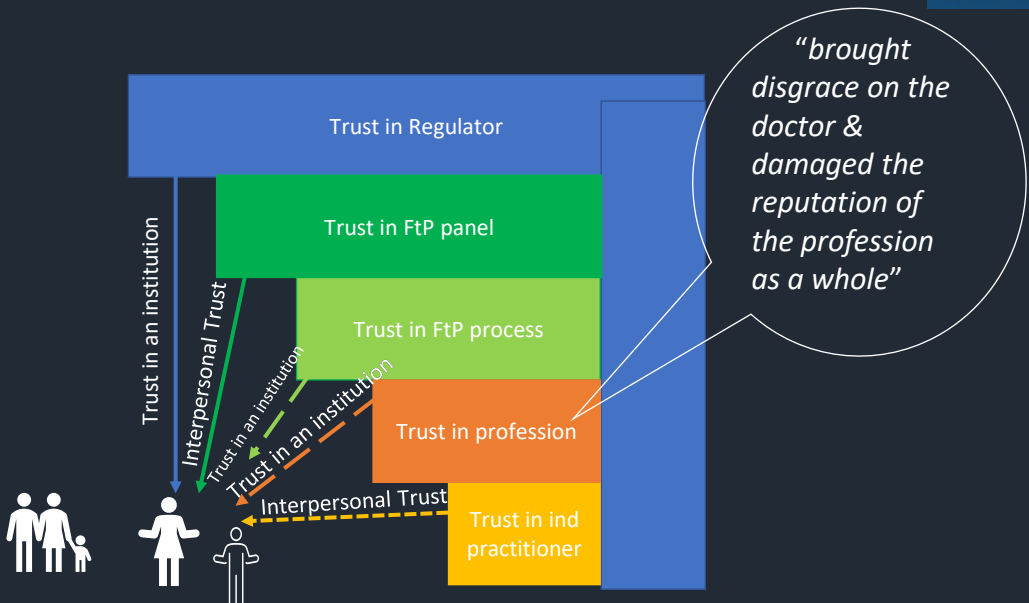
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Origin event & its impact



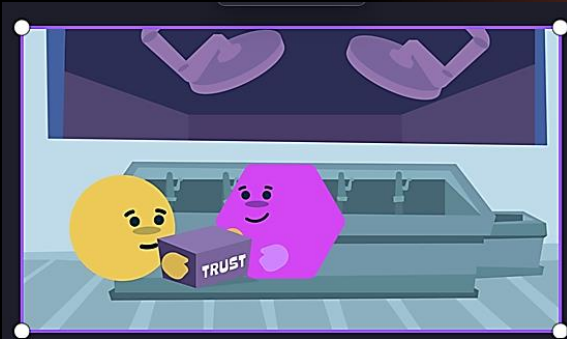
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Additional breaches



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Exposures to harm

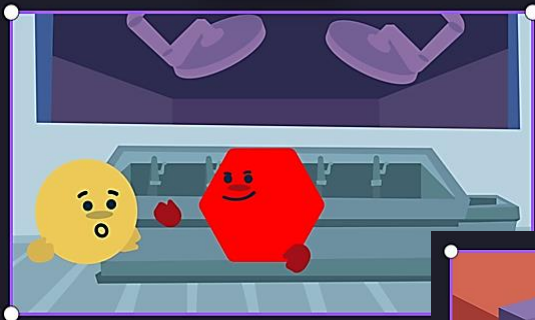


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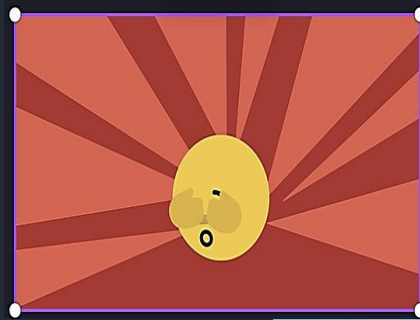


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Experiences of harm



"I thought I'd just made an error of judgment to allow myself to be in a private situation with someone I trusted who then turned on me and it was my fault."



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Transforming the mountain into a molehill

"I will be honest and say my husband and immediate family, no-one else knew about it. I didn't tell anyone."

"I felt scared to talk about it, because I thought that people might not believe me if I couldn't tell them everything that had happened."

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But reporting creates whole new mountains

"Different people all the time, and I think that's why some of my words got a little mixed up."

"It's funny a sort of memory, there was a whole thing about whether he was wearing a green scrubs outfit or a blue scrubs outfit, and in the end I wasn't quite sure, but when I'd first started I was quite sure"

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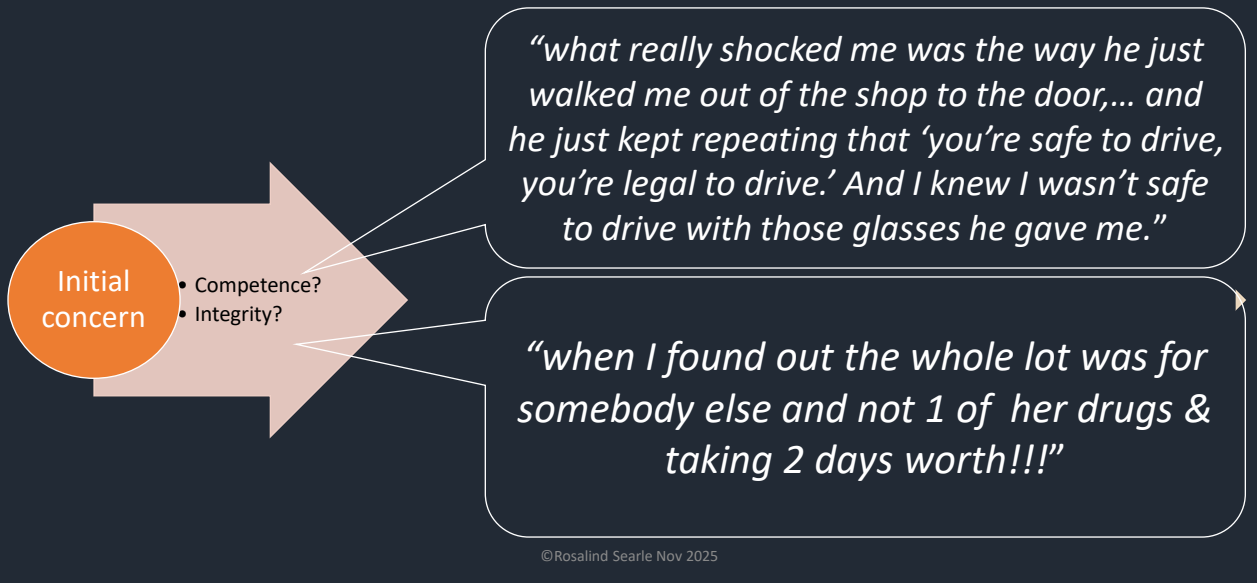
Unnecessary mountains & their implications

"I started the process and then I withdrew because I just found it was just really hard"

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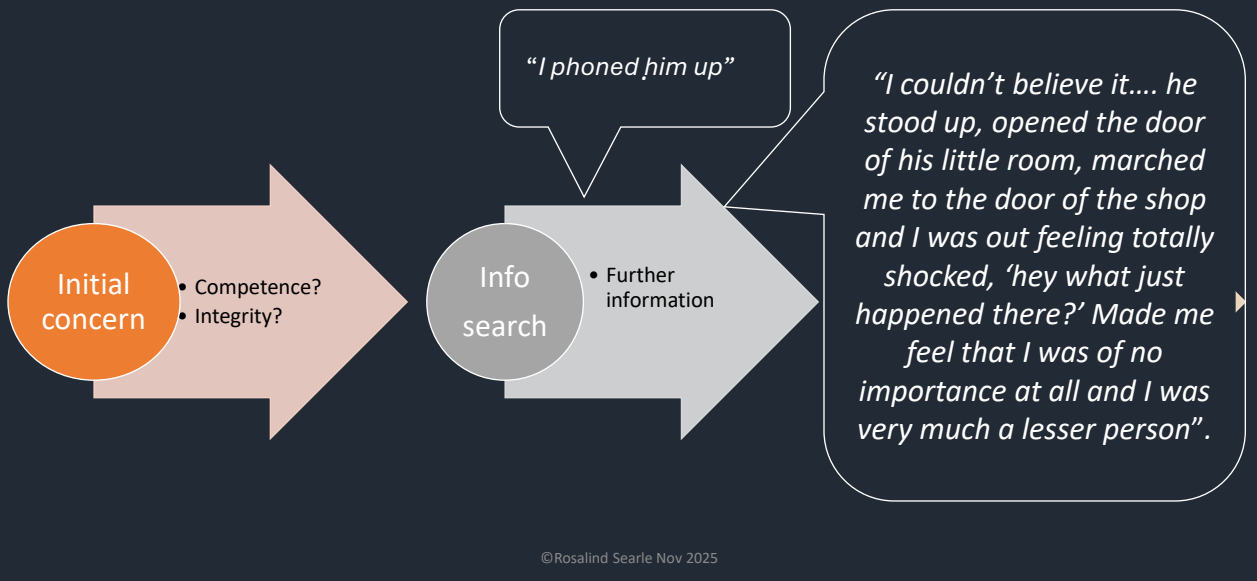
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Is it a molehill? Or a mountain?



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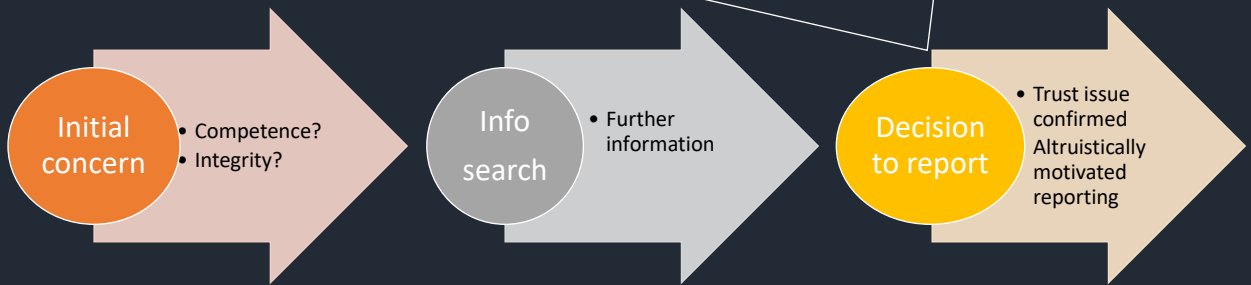
Is it a molehill? Or a mountain?



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Confirmed as a mountain

"when I phoned him up and said, 'you know, I believe this has happened'. And he said, 'yeah'. And then he just reeled off like 12 drugs!!!!!"



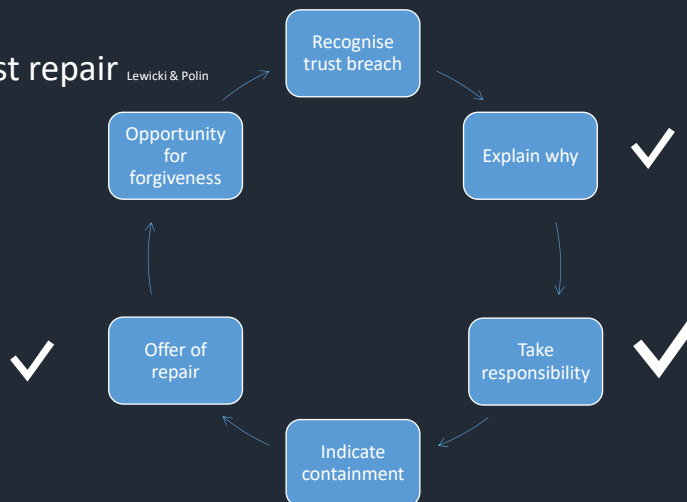
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A different registrant response?

Effective trust repair

Lewicki & Polin



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Retaining trust in registrant

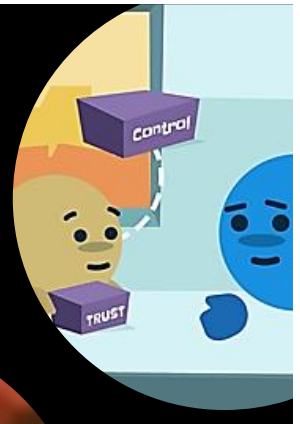


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Take aways

- Trust breach situations
 - Overwhelm individuals
- Reporting is a journey
- Starts with trying to make sense of event
- Reporting once other routes exhausted
- Registrant front line in restoring trust
 - Recognize feedback as a trust concern
 - Acknowledge useful information
 - Express regret
 - Self-reflect & take responsibility
 - Containment?
 - Wider impacts?
 - Offer of repair - Step towards restoring trust
 - Is it sufficient? If not report



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Applying prevention focus

Primary prevention

Secondary prevention

Quaternary prevention

Sexual Harassment and Abuse: Facts vs Myths

By Professor Rosalind Searle



Sexual Harassment and Abuse: Who is Affected? |

By Professor Rosalind Searle



Returning to Work After Harassment|



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