Workplace Violence and Supervisor Support in Healthcare

Linking Workplace Aggression to Employee Well-Being and Work: The Moderating Role of Family-Supportive Supervisor Behaviors (FSSB)

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Nanette L. Yragui¹, Caitlin A. Demsky², Leslie B. Hammer², Sara Van Dyck², & Moni B. Neradilek³

Key Findings
For psychiatric care providers:

- Patient-initiated violence was linked to increased stress-related physical symptoms and burnout.
- Coworker-initiated conflict was linked to increased stress-related physical symptoms and intention to quit the organization.
- Family supportive supervisors provide a protective effect for psychiatric care employees by reducing the negative health and work effects that result from patient violence and coworker conflict.

Impact
Data from two psychiatric hospitals indicate that family-supportive supervisor behavior can moderate the harmful effects of workplace aggression. This study suggests that training healthcare supervisors to be family-supportive may benefit employee work and well-being through reduced burnout, stress-related physical symptoms, and intention to quit the organization.

Find the article here:

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¹SHARP, WA State Department of Labor & Industries, Olympia, WA
²Department of Psychology, Portland State University, Portland, OR
³The Mountain-Whisper-Light Statistical Consulting, Seattle, WA

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