

## Overview

Psychiatric healthcare workers are frequently exposed to workplace aggression. Research has shown that educating supervisors how to provide work-family support can be effective in improving work and well-being outcomes for employees.

The purpose of this study was to examine the effects of family-supportive supervisor behaviors (FSSB) on two types of workplace aggression: patient-initiated physical aggression and coworker-initiated psychological aggression. Survey data from 417 healthcare workers in two psychiatric hospitals were analyzed. This is the first study to examine the influence that family-supportive supervisor behaviors have on workplace aggression in relation to employee well-being and work.

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## Research for Safe Work

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## 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)*

*Journal of Business and Psychology, 2016*

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## 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:

<http://link.springer.com/article/10.1007%2Fs10869-016-9443-z>

Funding provided in part by the National Institute for Occupational Safety and Health (NIOSH), Grant # 1R21OH009983-01.

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