

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)

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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>

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