

Spring Symposium 2020

Workplace Aggression: Preventing relational aggression and bullying

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Organizational Strategies for Reducing Anger at Work

Organizations should put forth time and resources in educating supervisors and employees about the antecedents and outcomes of anger at work, specifically highlighting the spillover repercussions into family and personal domains. Organizations should promote transparency between themselves, supervisors, and the employees in the workplace.

Improving workplace conditions and constraints

Organizations should make efforts to improve workplace conditions while attenuating constraints. Whenever possible, implementing a flexible workplace structure in terms of job demands, work hours, and shiftwork. These policies may improve perceived control through autonomy and thus, decrease overall stress and strain on employees.

Reducing injustice

Many adverse organizational outcomes could be prevented by reducing injustice in the workplace. Organizations can reduce injustice and simultaneously reduce perceptions of injustice, by enhancing communication at the time of hiring, improving distributive justice, and reducing organizational barriers to advancement.

Improving supervisor support via training

Supervisors play a critical role in the lives of those they oversee, and organizations would fare well in adopting supervisor supportive training tools. Such approaches could benefit supervisors by shedding light on the impacts they can have on their employees, while offering useful social and behavioral approaches of support to implement in their respective workplaces. These strategies also lead to improved health and well-being of employees.

Key Takeaways

- Organizational stressors are the primary contributors to supervisor anger
- Supervisor anger is more likely to occur in high-risk occupations
- Supervisor anger is related to negative employee outcomes
- The effects of supervisor anger on employees can spill over to family functioning

Hammer, L. B., Lee, J. D., Mohr, C. D., & Allen, S. J. (Forthcoming). Anger and the Role of Supervisors. In A. B. Adler & D. Forbes (Eds.), *Anger at Work: Advancing Prevention, Intervention, and Treatment in High-Risk Occupations*.

Antecedents of Supervisor Anger

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