

2016 Occupational Health Psychology (OHP) Summer Institute

OHP Innovation and Creative Strategies Leading to Total Worker Health July 12-14, 2016

Location: Portland State University Smith Memorial Student Union, Rooms 327-329
Address: 1825 SW Broadway, Portland, Oregon 97201

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Workplace Mistreatment Management: Nipping Mean Behavior Before It Starts



Abstract: As repeatedly revealed by research as well as social media, workplace mistreatment, ranging from milder forms of incivility and interpersonal unfairness to more severe forms of verbal and physical assault, is quite prevalent across many industries and proven consequential for employee health, morale, and productivity. For instance, employees exposed to incivility at work are more likely to quit their job; similarly, employees exposed to verbal and physical assault are more likely to experience psychosomatic or musculoskeletal disorder symptoms, as well as to report lower work productivity. Notably, however, there is inadequate understanding of what can be done to reduce and prevent workplace mistreatment. As informed by organizational learning and organizational climate theories, Dr. Yang will present recent research evidences that inform reduction and prevention of workplace mistreatment. Based on evidence from a meta-analytical review, she will discuss how positive workplace mistreatment prevention climate may predict fewer mistreatment occurrences, more positive work morale and better employee health. Further informed by evidence from her team's research study using both qualitative and quantitative methodologies, Dr. Yang will highlight what line supervisors can do to better manage verbal assault toward their employees, one of the most intense forms of workplace mistreatment. The presentation will conclude with a discussion of potential integrative intervention strategies aimed at preventing workplace mistreatment and enhancing worker well-being.