



Understanding Workplace Violence: A Guide for Managers and Employees

Michele A. Paludi, Rudy Nydegger Professor Emeritus, Carmen A. Paludi Jr.

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By any measure, workplace violence is increasing in frequency and intensity. A recent report estimates its cost at over \$120 billion. Meanwhile, experts agree that risk factors, including psychological, behavioral, and situational stressors, are increasing in the context of today's volatile business environment. This timely book integrates insights from the fields of management and social psychology to identify the sources of workplace violence and offer readers practical strategies for preventing it, protecting themselves and their employees from it, and reacting swiftly and effectively when it happens. Featuring case examples, interviews, practical recommendations, and resources for additional information, the authors debunk common myths and misconceptions about workplace violence, its perpetrators, and its victims, and consider the link between domestic and workplace violence?in particular, its implications for women and minorities. The result is an essential guide for anyone, including managers and employees, human resource professionals and counselors, psychologists and other advocates, affected by the impact of workplace violence and seeking solutions.

The statistics are alarming. Homicide is the most frequent manner in which female employees are fatally injured at work; it is the number two cause for men. According to a recent study cited by the Society for Human Resource Management, incidents of workplace violence have increased steadily over the past sixteen years; 58 percent of participating companies reported that disgruntled employees have threatened senior managers in the past year, 17 percent said employees had intentionally and maliciously downloaded computer viruses, and 10 percent said they were victims of product tampering. Meanwhile, the costs linked to workplace violence have been estimated at over \$120 billion. Experts agree that risk factors for workplace violence include psychological, behavioral, and situational stressors?and today's volatile business environment increases their intensity.

This timely book integrates insights from the fields of management and social psychology to identify the sources of workplace violence and offer readers practical strategies for preventing it, protecting themselves and their employees from it, and reacting swiftly and effectively when it happens. Featuring case examples, interviews, practical recommendations, and resources for additional information, the authors debunk common myths and misconceptions about workplace violence, its perpetrators, and its victims, and consider the link between domestic and workplace violence?in particular, its implications for women and minorities. The result is an essential guide for anyone, including managers and employees, human resource professionals and counselors, psychologists and other advocates, who is affected by the impact of workplace violence and is seeking solutions.

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