Workplace Violence: A Detailed Outline (< 1 hour to construct using copy & paste)

I. Introduction and Overview
   b. Jacobs & Scott, 2011: Hate crimes as aspect of WPV
   c. Jenkins, Fisher & Hartley, 2012: 7% at work worried about someone attacking them; 4% experienced victimization. 6% carry self-protection.
   e. Keashly, 1997: emotional abuse in workplace
   f. Klein, Leong & Silva, 1996: employee sabotage
   g. Madero & Schanowitz, 2004: WP & school violence prevention. “Safety of the American workplace began to change in the 1980s...with killing of 14 postal workers by a co-worker in Edmond, OK, in 1986. Similar cases in 1990s. Now one of the greatest concerns of employers. What are causes, types & characteristics, warning signs, programs to prevent.
   h. Peek-Asa, Casteel, Rugala, Romano & Ramirez, 2013: in multinational corporation
   i. Pinder, 2013: 1.7 million non-fatal work-related violent acts committed, per year, between 1993 and 1999 (Duhart, 2001). Homicide is the 3rd leading cause of occupational fatality overall, and the 2nd leading cause of occupational fatality for women (USDOL, 2010). Teaching has the 4th highest non-fatal violent victimization rate, behind law enforcement, mental health, and retail sales. Burnout effects.
   j. Pinto, 2014: taxonomy of WPV
   k. Piquero, Piquero, Craig & Clipper, 2013: review of research literature on WPV, 2000 to 2012. Different occupational domains have different experiences; some occupations subject to distinct types of violence.

II. Epidemiology (prevalence)
   a. Raw numbers
      i. Dillon, 2012: WPV: Impact, causes & prevention. Reasons. WPV affects more than half of US organizations, yet 70% have no programs or policies. Psychological violence precedes physical. Warnings ignored. Costs in the millions due to absences, medical costs, theft litigation. Need for fair working conditions & zero-tolerance policies for WP aggression.
      ii. Ditmer, 2011: WPV in health care. 20 workers are murdered each week, and additional 18000 assaulted. Nurses more than any other employment demographic—patient care areas. Bullying, hostility open verbal assaults. Often not reported. “part of the job.” Types of Occupations
      iii. Hoobler & Swanberg, 2006: WPV trends, 20 murdered & 18,000 assaulted every week. Government employees 37%. Two trends: organizational size (larger more at risk); customers more likely to be perpetrators than are co-workers & supervisors.
      iv. Klein, Leong & Silva, 1996: employee sabotage
      vi. Paludi, 2013: IPV as a workplace concern.
      vii. Pinder, 2013: 1.7 million non-fatal work-related violent acts committed, per year, between 1993 and 1999 (Duhart, 2001). Homicide is the 3rd leading cause
of occupational fatality overall, and the 2nd leading cause of occupational fatality for women (USDOL, 2010). Teaching has the 4th highest non-fatal violent victimization rate, behind law enforcement, mental health, and retail sales. Burnout effects.

b. Postal Service

c. Health Care
i. Anderson, Fallin & Al-Modallal, 2014: homeless women & battered women shelters & WPV.
ii. Arthur, Brende & McBride, 1999: WPV in family therapist’s workplace
v. Ditmer, 2011: WPV in health care. 20 workers are murdered each week, and additional 18000 assaulted. Nurses more than any other employment demographic—patient care areas. Bullying, hostility open verbal assaults. Often not reported. “part of the job.”
vi. Fletcher, Brakel & Cavanaugh, 2000: in forensic mental health services. Role of MH professional: pre-employment screenings, fitness-for-duty evaluations, threat assessments.
iiii. Horn & Dubin, 2013: Management of WPV in emergency department. Assaults by patients (75%), esp. nursing homes. 25% of ED staff felt at risk, especially nurses. Need to understand how violence escalates.
ix. Jackson, Wilkes, Waine & Luck, 2014: WPV at acute older person ward environment
x. Lipscomb, et al., 2012: residential addiction treatment centers.
xv. Wilson, 2012, clinical office workers
xvi. Winstanley & Hales, 2008: WPV vs. residential social workers
d. Law Enforcement & Security
   i. Ellrich, 2015: WPV & police officer victimization
   ii. Konda, Reichard & Tiesman, 2012: WPV among US correctional officers. Fatal & non-fatal. 1999-2008, 113 fatalities & 125,200 nonfatal injuries treated in emergency departments. Fatalities due to assaults (n = 45, 40%) and transportation related (n = 45, 40%).
   iii. Leino, Selin, Summala & Virtanen, 2011: police officers & security guards

e. Banking and retail
   i. LeBlanc, Dupré & Barling, 2006: robbery related vs. non & taxi industry. Highest risk of WP homicide of any occupation. Also, retail industry & convenience stores.
   iii. Paes-Machado & Nascimento, 2006: banks; bank money shields; moral dilemmas

f. Taxi
   ii. LeBlanc, Dupré & Barling, 2006: robbery related vs. non & taxi industry. Highest risk of WP homicide of any occupation. Also, retail industry & convenience stores.
   iii. Menéndez, Amandus, Damadi, Wu, Konda & Hendricks, 2013: Effectiveness of taxi cab equipment. Highest homicide rates. In 2010, homicide rate was 7.4 per 100,000 compared to overall rate of 0.37 per 100,000 workers. Security cameras, bullet-resistant partitions. Cameras: 3 fold reduction in homicides vs. control cities; partitions, no difference from control cities. Conclusion: mandate security cameras.

g. Sex Workers
   ii. Oselin & Blasyak, 2013: WPV & female prostitutes’ strategic responses...

h. Military
   i. Dichter & True, 2015: WPV in the military; especially women & sexual harassment.

i. Schools
   ii. Howard, 2001: WPV at colleges & universities
one of the greatest concerns of employers. What are causes, types &
characteristics, warning signs, programs to prevent.

iv. Martin, Mackenzie & Healy 2013: secondary school teachers’ narratives of
violence


vi. Schenk & Fremouw, 2012: GET FOR Psych 103: cyberbully among college
students. See unannotated bib.

schools; other problematic behaviors (verbally assaultive behavior not
addressed). Theories & prevention.

j. Misc.

i. Anderson, Westneat & Reed, 2005: WPV vs. female long-haul truckers.

ii. Blades, 2006: Case study of a killer co-worker, the Christmas killer.


iv. Johnson, Meyers & Williams, 2013: WPV against immigrant small business
owners in US & So. Africa.

v. Johnson & Indvik, 1996: WPV & stress in US; family dysfunction, racial
oppression & sexual harassment. Employer responsibility; training for manager.

vi. Keashly, 1997: emotional abuse in workplace

vii. Lord, 2001: WPV in state government

viii. Peek-Asa, Casteel, Rugala, Romano & Ramirez, 2013: in multinational
corporation

ix. Ryan & Wessel, 2012: sexual orientation harassment

k. Mobbing & Bullying

i. LaVan & Martin, 2008: Bullying. Five moral principles to judge the ethics of
bullying. ABC: Antecedents, behaviors and consequences – bullying dynamics

ii. Lutgen-Sandvik & McDermott, 2011: supervisory bullying (most common type
in US). Targets pathologize the bullies and blame upper management.

III. Handling the Aftermath

a. Barish, 2001: 1980s and 1990s WP incidents & legislation that followed. Focus on
robbery-related violence; violence against health care workers & taxi drivers.

b. Vie, Glaso & Einarsen, 2011: health outcomes to victims of WPV

c. Yang, Spector, Chang, Gallant-Roman & Powell, 2012: Psychosocial precursors &
consequences to nurses in hospital settings.

IV. Understanding and Preventing

a. Retail Industries

i. Peek-Asa, Runyan & Zwerling, 2001: reduction of WPV & role of surveillance &
evaluation research.

ii. 

b. Taxi cab

i. Menéndez, Amandus, Damadi, Wu, Konda & Hendricks, 2013: Effectiveness of
taxi cab equipment. Highest homicide rates. In 2010, homicide rate was 7.4 per
100,000 compared to overall rate of 0.37 per 100,000 workers. Security
cameras, bullet-resistant partitions. Cameras: 3 fold reduction in homicides vs.
control cities; partitions, no difference from control cities. Conclusion: mandate security cameras.

c. Misc.
   ii. Duffy, 2009: Preeventing mobbing & bullying in WP.
   iii. Fletcher, Brakel & Cavanaugh, 2000: in forensic mental health services. Role of MH professional: pre-employment screenings, fitness-for-duty evaluations, threat assessments.
   vi. Giesburg, 2001: role of communication to prevent WPV
   ix. Madero & Schanowitz, 2004: “Safety of the American workplace began to change in the 1980s…with killing of 14 postal workers by a co-worker in Edmond, OK, in 1986. Similar cases in 1990s. Now one of the greatest concerns of employers. What are causes, types & characteristics, warning signs, programs to prevent.
   x. Niven, 2015: music with prosocial lyrics.... Heal the working world?
   xi. Thomas, 2010: teaching nursing students strategies to deal with WPV
   xiii. Virkki, 2008: feminine skills at preventing violence in caring work

d. Screening
   i. Gold & Vanderpool, 2013: millions with psychiatric disorders are employed; wish to stay employed; need for MH professionals to evaluate fitness for duty.
   iv. Kessler, Spector, Chang & Parr, 2008: WPV survey (Violence Climate Survey)
   v. Kondrasuk, Moore, & Wang, 2001: negligent hiring

V. (Re)solving the Problem of WPV