



PRESS RELEASE

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New National Survey:

Nearly One fifth of US Workers Say They are Aware of a Threat or Verbal Intimidation and 11% of an Assault or Violent Act at Work But Fewer than Half Say their Workplace Offers Workplace Violence Training

13th Annual "Attitudes in the American Workplace" Poll conducted by Harris Interactive for The Marlin Company

North Haven, CT, October 3, 2007 – Nearly one-fifth (19%) of U.S workers are aware of a threat or verbal intimidation by someone in their workplace and 11% are aware of an assault or violent act, yet fewer than half of U.S employees (43%) say that their employers offer training on workplace violence, according to a new national survey. In addition, 28% of U.S employees report they have been so stressed at work in the last year that they have yelled or screamed on the job, and 20% have been driven to tears.

The yearly survey of 752 US workers was conducted in May and June 2007 by Harris Interactive® for The Marlin Company, The Workplace Communication Experts™.

Despite the relatively low percentage of employees stating their companies offer workplace violence training, the numbers are up over previous years. In 2000, according to The Marlin Company's workplace poll conducted by the Gallup Organization, just a quarter (25%) of employees surveyed said their companies offered this training. Percentages of employees this year indicating their awareness of assaults or violent acts at work (9% in 2000, 11% in 2007) or their awareness of a threat or verbal intimidation (18% in 2000, 19% in 2007), are about the same as they were in 2000.

"Stress in the workplace can be a silent killer undermining businesses," said Frank Kenna III, president of The Marlin Company. "Companies believe everything is fine until a stressed, out-of-control worker runs rampant. Rather than wait until a deadly outbreak takes place, companies need to help workers manage stress. With the increase of workplace violence training, we're beginning to see workers become more aware of warning signs, as well as actual threats and attacks. We have an opportunity through training to help many more workers become tuned in to these warning signs."

Employees (66%) within larger companies (1000+ employees) are more likely to say their employer provides training than those (35%) within companies with fewer employees (1-100).

The survey also found gender and generational differences in workers' dealing with stress. Thirty six percent of women cried on the job in the last year because of stress, compared to 5% of men. Men were more likely to throw an object or strike something to deal with stress (14%) than women (6%). Additionally, those aged 18-34 were more likely to cry on the job (27%) than those 35-49 (16%) or 50+ (15%).

“Younger workers have yet to develop a ‘thick skin’, leaving them more vulnerable than their more seasoned co-workers,” aid Mr. Kenna. “They are also more likely to be in lower-level jobs, leaving them open to more negative feedback from superiors. Companies need to provide better stress management training to these younger workers, or provide mentors that can help them better navigate the office workplace trenches.”

The survey has a sampling error for the overall results of plus or minus 4 percentage points. For further detail on the results and supporting data, please see [marlinresults](#).

About the 2007 Survey

This “Attitudes in the American Workplace” study was conducted by telephone within the (United States by Harris Interactive on behalf of The Marlin Company between May 21 and June 14, 2007 among 752 U.S. adults ages 18 or older who are employed full or part-time. Results were weighted for age, race/ethnicity, education, income, and region where necessary to align them with their actual proportions in the population.

All sample surveys and polls, whether or not they use probability sampling, are subject to multiple sources of error which are most often not possible to quantify or estimate, including sampling error, coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments. Therefore, Harris Interactive avoids the words “margin of error” as they are misleading. All that can be calculated are different possible sampling errors with different probabilities for pure, unweighted, random samples with 100% response rates. These are only theoretical because no published polls come close to this ideal.

Harris Interactive was not responsible for the data collection or results of the 2000 study.

About the 2000 Study

The 2000 study was conducted by telephone by the Gallup Organization June 2 through June 25, 2000. The sample consisted of 754 American workers, 18 or older, employed full or part-time. The margin of error was plus or minus 4 percentage points.

About The Marlin Company

For more than 90 years, The Marlin Company has been the Workplace Communication Experts™, helping companies improve employee morale, productivity and performance through the innovative use of workplace posters and electronic message boards.

Its corporate posters and electronic display systems, which contain content customized by industry, are helping companies of all sizes address workplace issues, such as safety, stress management, health/wellness, communication with employees and dozens of other topics involving workplace morale and customer service. Through its many years of experience, The Marlin Company has developed a strong database of, and experience in, issues affecting the workplace. It routinely surveys thousands of clients to determine their current issues, works with industry experts across North America, and conducts national polling. Since 1995, it has conducted its annual "Attitudes in the American Workplace" Labor Day poll. In the early years, the Gallup Organization conducted the polling. Harris Interactive has done so since 2001. For more information, please see www.themarlincompany.com.

About Harris Interactive

Harris Interactive is the 13th largest and one of the fastest-growing market research firms in the world. The company provides innovative research, insights and strategic advice to help its clients make more confident decisions which lead to measurable and enduring improvements in performance. Harris Interactive is widely known for The Harris Poll, one of the longest running, independent opinion polls and for pioneering online market research methods. The company has built what it believes to be the world's largest panel of survey respondents, the Harris Poll Online. Harris Interactive serves clients worldwide through its North American, European and Asian offices, and through a global network of independent market research firms. More information about Harris Interactive may be obtained at www.harrisinteractive.com. To become a member of the Harris Poll Online and be invited to participate in online surveys, register at www.harrispollonline.com.

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