SUPervisor Support Training Contributes to Veteran Health and Work Outcomes

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BACKGROUND

• Post-9/11 Veterans report experiencing difficulty transitioning back into the civilian workforce.
• This study evaluated a Veteran-Supportive Supervisor Training (VSST) intervention designed to improve civilian workplace support for Veterans.
• The objective of the VSST was to train supervisors to help create a more supportive work environment for veteran employees leading to improved health and work outcomes for current and former service members.

RESEARCH CONDUCTED

• A total of 35 organizations were recruited and randomly assigned to either receive the VSST training or were in a waitlist control group to receive the training after the study was over.
• Within those organizations, post 9/11 service members (including National Guard and Reservists and separated Veterans) who were employed 20+ hours per week were asked to complete surveys with questions describing their work, health, and family prior to VSST intervention and 3- and 9-months following intervention.

RESULTS

• The training was effective for Veterans who reported higher initial levels of supervisor support. Specifically:
  • Veteran employees with more supportive supervisors prior to intervention, reported increased physical health, reduced turnover intentions, and higher job performance following supervisor training.
  • Supervisors who took the training reported that the training was important and beneficial for their understanding of veteran employees.
  • This study indicates that supervisor readiness and work environment are important considerations when implementing the VSST.

IMPORTANCE

• Supervisors within a supportive work environment can be trained to be better leaders which may contribute to health and work outcomes of veteran employees and the workforce at-large.
• With tools such as VSST, organizations can better support U.S. Veterans and the workforce.

Summary based on the following paper:


For more information, please see the SERVe website at https://servestudy.org/