

VIOLENCE
IN THE
WORKPLACE

PRE-TEST

1. Select from below which are types of violence:
 - a) Physical
 - b) Verbal
 - c) Psychological
 - d) All of the above
 - e) None of the above

2. What are reportable incidents?
 - a) Only serious ones
 - b) Any acts or threats
 - c) Only those by non-supervisors


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PRE-TEST

3. To help prevent acts of violence, it is a good idea to always be aware of your surroundings. (True or False)
 4. Employee _____ in an agency's Violence in the Workplace Program is imperative.
- 



PRE-TEST

3. To help prevent acts of violence, it is a good idea to always be aware of your surroundings. (**True** or False)
 4. Employee **training** in an agency's Violence in the Workplace Program is imperative.
- 

DEFINITIONS

- **Violence:**
 - Any verbal, physical, or psychological threat or assault on an individual that has the intention or results in physical and/or psychological damage

Does not have to be verbal!

DEFINITIONS CONT'D

■ Workplace:

- Any location where the employee is, due to job requirements
- Your location is your worksite when out on business

BACKGROUND INFORMATION

- **Types of violence**
 - **Physical** (hitting)
 - **Verbal** (threats)
 - **Psychological**
 - (If/Then situations)



MORE BACKGROUND INFORMATION

- **Types of threats**
 - **Veiled** (unsigned notes)
 - **Conditional** (do you really want to...)
 - **Direct**

MORE BACKGROUND INFORMATION

- **Reportable act-**
 - Any violence, threat or other aggressive behavior
 - They must all be reported



POTENTIAL SOURCES

- By strangers or vendors
- By students or clients
- By co-workers
- By relatives

EFFECTS

- Physical injuries eventually heal
- How does it effect you emotionally?
- Can you do your work as well, can you concentrate?
- Interruption in business-how long before you return to normal?
- How do employees feel back in the office?

Standard is about one year before feeling "back to normal."

ADDITIONAL EFFECTS

- **Increased costs due to:**
 - Counseling
 - Reduced productivity
 - Increase in security
- **Damaged public image**

RISK FACTORS

- **Isolated work areas**
 - Remote locations: on campus or in a building
- **High-risk environments**
 - Office, campus, or building

RISK FACTORS cont'd

- **Solo work**
 - (e.g., night class instruction or working late hrs.)
- **No means of communication**
 - Cell reception?
 - Is there a receptionist?

RISK FACTORS

cont'd

- Financial responsibilities
 - Do you make deposits?
- Nature of service or responsibility
 - Do students' grades determine financial assistance?
- Is there unrestricted movement in the workplace?

RISK FACTORS

cont'd

- Low staffing during peak times
- Lack of employee training
- Lack of program implementation

SAFETY TIPS

■ DO:

- Be aware of your surroundings including trees and bushes
- Know where your exits are
- Implement a "buddy system"
- Leave with keys in hand
- Consider workplace layouts

What's wrong with this picture?



Previous Picture:

- Your back is to the door. One way in, one way out.
- Do you have an office like this? What if someone had a bad performance evaluation in here.
- What could you do differently? Move the meeting, rearrange the office?
- What if this was an office where you interviewed people all the time?

SAFETY TIPS



■ DO:

- Secure your workplace daily
- Move your vehicle closer or under a light if working late
- Escort all visitors/vendors in the workplace

SAFETY TIPS

■ DO:

- Maintain the ability to communicate
- Report all incidents (threats or acts)
- Inform management of restraining orders
- Train all employees

Early Warning Signs

PERSONALITY TRAITS

- **Low self-esteem**
- **Low productivity**
- **Low impulse control**
- **Lacks empathy**
- **Social withdrawal**

PERSONALITY TRAITS

CONT'D


- Feelings of rejection
- Resists change
- Feelings of being picked on
- Easily frustrated
- Challenges authority

WHAT TO LOOK FOR...

- Obsessive behavior
- Increased absenteeism
- Chemical dependency
- Verbal threats or threatening actions
- History of discipline problems



WHAT ELSE TO LOOK FOR...

- Depression & isolation
 - Defensiveness
 - Emotional outbursts
 - Interests in weapons
 - Self-destructive behavior
 - Affiliation with gangs
- 


conflict Resolution

THINGS TO REMEMBER

- 1. Do NOT get physical
- 2. Do NOT over-react
- 3. Do NOT take the challenge
(if someone is picking a fight)
- 4. Be a good listener
- 5. Know what is really being said



MORE THINGS TO REMEMBER

- 6. Give them space
 - 7. Watch what you say
non-verbally
 - 8. Reference self-interest
 - 9. Speak of consequences
NOT threats
- 


Intervention

STRATEGY

- Form an assessment team
- Secure a copy of ULM's *Violence in the Workplace Policy*
- Provide this training for all employees



STRATEGY cont'd

- **Conduct an assessment**
 - **Take corrective action**
 - **Monitor & evaluate**
- 


REMEMBER...

You Play a Role!!!

- **Recognize** warning signs
- Stay in **control**
- **Collect** information
- **Report** all incidents
- **Train** all employees



POST TEST QUESTIONS

1. Name personality traits to look for as early warning signs of possible violent behavior.
 2. The workplace is any location the employee is located due to requirements for his/her job assignment. (True or False)
- 

POST TEST QUESTIONS

1. Name personality traits to look for as early warning signs of possible violent behavior.


Low self esteem Low productivity Low impulse control
Lacks empathy Social withdrawal Feelings of rejection
Resists change Feelings of being rejected Easily frustrated.
Challenges authority

2. The workplace is any location the employee is located due to requirements for his/her job assignment. (True or False)

True



POST TEST QUESTIONS


3. Veiled, conditional and direct are the three types of _____.
 4. List some effects of threats of violence in the workplace.
 5. You are at more at risk when workplace security procedures are bi-passed? (True or False)
- 

POST TEST QUESTIONS

3. Veiled, conditional and direct are the three types of threats.
4. List some effects of threats of violence in the workplace.
Physical injuries, psychological/emotional damage, interruption of business, increased costs, damaged public image
5. You are at more at risk when workplace security procedures are bi-passed? (True or False)
True



POST TEST QUESTIONS

6. Select sources of violence in the workplace:
- a) Strangers
 - b) Co-workers
 - c) Clients/students
 - d) Personal Relations
 - e) All of the above
 - f) None of the above
- 



POST TEST QUESTIONS

7. _____ all incidents is the key to prevention of violence in the workplace.
 8. Lack of program implementation and employee training can increase the possibility of violence in the workplace. (True or False)
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