



Violence In The Workplace

An Overview of Domestic and Workplace Violence Issues


COMPANY NAME






Training Outline

- What is Violence?
- Types of Violence at Work
- Workplace Violence Myths
- Domestic Violence Myths
- Domestic Violence at Work
- Early Warning Signs
- What to Do
 - *Once You Have Identified a Potential for Violence*
 - *If an Incident Occurs*
- Prevention & Resources




Acknowledge information taken from the Federal Government Department of Health and Human Services Workplace Violence Training



Workplace Violence Defined

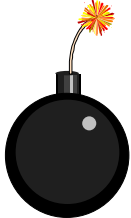
An action (verbal, written or physical aggression) which is intended to control or cause, or is capable of causing, death or serious bodily injury to oneself or others, or damage to property. Violence includes abuse of authority, intimidating or harassing behavior and threats.

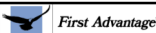
Source: The U.S. Federal Government
Department of Health and Human Services



Obvious Types of Violence

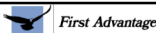
- Bombings
- Shootings
- Hitting
- Fighting
- Threats






Not-So-Obvious Types

- Harassing
- Stalking
- Screaming
- Other irrational responses (throwing, breaking things, etc.)

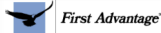


Myth #1



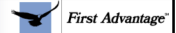
Violent employees just snap, without warnings or clues.

Myth #2



If violent employees provide clues, there should be no incident of workplace violence.

Myth #3



Individuals who commit workplace violence have lost everything.



Domestic Violence Defined



A pattern of coercive tactics carried out by an abuser against a family or household member (the victim) with the goal of establishing and maintaining power and control over the victim. These tactics can be physical, psychological, sexual, economical, and emotional.

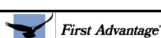
("Domestic Violence Employer Handbook & Resource Guide" New York State Office of the Prevention of Domestic Violence)

Domestic Violence Myths



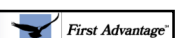
- Domestic violence doesn't affect many people
- Battering is only a momentary loss of temper
- Domestic violence only occurs in poor, urban areas
- It is easy for battered women to leave their abuser.

Impact of Domestic Violence in the Workplace



- Medical expenses from domestic violence total between \$5 and \$10 billion annually.
- Businesses lose another \$100 million in lost wages, sick leave, absenteeism and non-productivity due to domestic violence.
- Partners commit 13,000 acts of violence against women in the workplace every year.

Possible Indicators of Domestic Violence



- Bruises, cuts, fractures, injury to eyes, nose, teeth, jaw
- Injuries during pregnancy
- Untreated injuries
- Inappropriate dress to cover injuries (such as long sleeves in summer or sun glasses wore indoors)
- Stress-related illnesses (such as stomach problems, over or under eating, headaches)

Possible Indicators of Domestic Violence



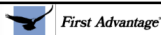
- Changes in behavior and work performance
- Preoccupation or lack of concentration
- Increased or unexplained absences
- Withdrawal from co-workers
- Nervousness
- Frequent personal calls
- Rumors from co-workers
- Problems with attendance

Early Warning Signals Of Potential Violence



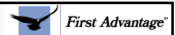
- Direct or veiled verbal threats of harm
- Intimidation of others
- Carrying a concealed weapon/flashing it to test reactions
- Paranoid behavior-whole world against me
- Moral righteousness-organization not following rules and procedures

Early Warning Signals Of Potential Violence



- Unable to handle criticism
- Expressing desperation over recent family, financial or personal problems
- History of violent behavior
- Extreme interest in automatic weapons
- Fascination with other workplace violence incidents

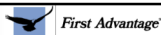
Early Warning Signals Of Potential Violence



- Disregard for the safety of co-workers
- Obsessive involvement with job
- Loner who has romantic obsession with co-worker who does not share interest

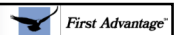
Source: United States Office of Personnel Management

General Indicators of Troubled Employees



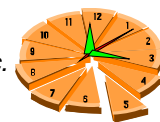
- Attendance
- Performance
- Behavior
- Physical Signs
- Look For Patterns Of Behavior

Indicators:



Attendance

- Tardiness
- Extended lunch time
- Abuse of leave / Unscheduled leave
- "On the job" absenteeism
- Patterns of absenteeism
 - *i.e. Mondays, Fridays, etc.*



Indicators:



Attendance

- Missing deadlines / Extended time needed to complete tasks
- Inconsistent work quality
- Work quality below expectations
- Difficulty following instructions
- Forgetfulness / Absent mindedness
- Job accidents
- Inability to learn from mistakes

Indicators:



Behavior

- Verbal threats or assault
- Insubordinate
- Inability or unwillingness to cooperate
- Harassing and/or disrupting co-workers
- Complaints about employee from others
- Isolation/alienation from co-workers



Indicators:



Physical

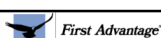
- Weariness, exhaustion
- Unusual untidiness
- Slurred or rapid speech
- Sleepiness (nodding)
- Unsteady walk
- Signs of physical violence
- Changes in appearance after lunch breaks

The Supervisor's Role



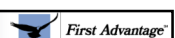
- Observe
- Document
- Discuss & Recommend
- Monitor
- Consult with Corporate Human Resources Department about Supervisory Referral to EAP

When The Situation Has Escalated



- Document In detail
- Contact supervisor, law enforcement
- Secure safety
- Contact others like the EAP, and/or human resources
- Ask relevant questions

Ask Questions Relevant to Person's Complaint



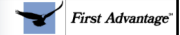
- What can you do to regain control?
- What can I do to help you regain control?
- What do you hope to gain by committing violence?
- Why do you believe you need to be violent to achieve that?

In an Emergency



- Remain calm
- Call 911 and other appropriate emergency contacts
- Cooperate with law enforcement personnel
- Contact corporate Human Resources
- If personally confronted, use procedures from previous slide

Considerations For Management



- Be sensitive
- Share information as quickly as possible
- Control media access
- Do not joke about the event
- Do not trivialize the event
- Seek help through Human Resources and the EAP

Prevention Steps for the Individual Worker



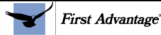
- Think about where you would take cover or escape if a gunman should appear
- Report any threats or behaviors that sound like violence to your supervisor or Human Resources
- Use the buddy system when going to your car late at night

Prevention Steps for the Individual Worker



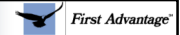
- Keep your wallet, purse and other valuables out of sight
- If confronted by the violent person:
 - *Remain calm*
 - *Let the person vent*
 - *Encourage the person to talk, but don't put them on the defensive*

EAP Services



- Employee and eligible dependents are covered
- Comprehensive assessment
- Short-term counseling if appropriate (up to X visits)
- Referral to community or private resource
- Follow-up
- Advocacy

EAP Services

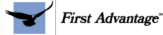


Available
24-hours a day
7 days a week

Call First Advantage
800.935.9551



Resources



- National Domestic Violence Hotline: 800.799.SAFE (7233)
- Family Violence Prevention Fund: 800.313.1310
- National Network to End Domestic Violence: 800.903.0111 ext. 3
- Resource Center on Child Custody and Child Protection: 800.527.3223
- S.A.F.E. (Stop Abuse For Everyone)

For Domestic Violence Victims



- Call National Hotline 1-800-799-SAFE (7233)
- Create a safety plan at work
- Go to supervisor and/or human resources
- Contact the EAP