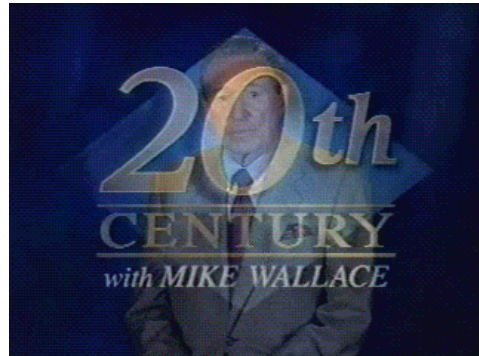


Violence In The Workplace

Key Issues for Supervisors



Training Outline

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



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

Concerns for (Company)

- XXX
- XXX

Acts of Workplace Violence

- 48% of employees said that there had been a violent incident at their companies in approximately 2 years.
- Over 750 people are murdered on the job each year.
- 45% of employees are worried that workplace violence will erupt at their workplaces.

Source: Society for Human Resource Management, Issues Management Program, 1996 Survey

Workplace Violence

- 39% of employees said that they had been verbally threatened in the last year.
- 57% were incidents involving employees at the same level.
- 17% were incidents where an employee targeted his/her supervisor.
- 60% said that they would not have been able to identify the aggressor as one with a potential for violence (SHRM,1993).

Source: Society for Human Resource Management, Issues Management Program, 1996 Survey

It Won't Happen Here...

- Consider these examples
 - A spouse at a computer company came to the worksite and beat up his wife in the lobby of her office.
 - At a car manufacturer, two male employees got into a fight about a woman they had both dated and one employee bit off the other employee's ear.
 - At a manufacturer, a supervisor who had been out on disability for depression, was pressured to come back to work and decapitated himself with a machine in front of his work group.
 - A former employee, who had been fired for theft 3 years earlier, came to the worksite with a gun and killed 3 people, and then himself.

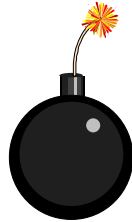
Workplace Violence Defined

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.



Signs of the Troubled Employee



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

Warning Signs:



Attendance

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



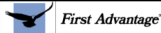
Warning Signs:



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

Warning Signs:

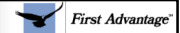


Behavior

- 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



Warning Signs:



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

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

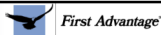
Early Warning Signals Of Potential Violence



- 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

When Early Signs Occur



OBSERVE

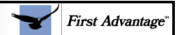


REPORT



CONTACT

Elements Of Strong Documentation



Good documentation, like a good news story always includes four "W's":

- WHO
- WHAT
- WHEN
- WHERE



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



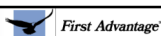
- Remain calm
- Call 911 and other appropriate emergency contacts
- Cooperate with law enforcement personnel
- Contact corporate Human Resources
- If personally confronted, use procedures from previous slide

Considerations For Management



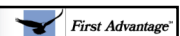
- Be sensitive
- Share information as quickly as possible
- Control media access
- Do not joke about the event
- Do not trivialize the event
- Seek help through Human Resources and the EAP

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



Workplace Violence



- Questions & Answers
- Case Studies (optional)

