VIOLENCE IN THE WORKPLACE

Presented by Sedgwick CMS
on the behalf of
The Office of Risk Management

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

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.

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**

DEFINITIONS CONT'D

- **Workplace:**
  - **<u>Any location</u> where the employee is, due to job requirements**

BACKGROUND INFORMATION

- **Types of violence**
  - **Physical**
  - **Verbal**
  - **Psychological**

BACKGROUND INFORMATION CONT'D

- **Types of threats**
  - **Veiled**
  - **Conditional**
  - **Direct**

BACKGROUND INFORMATION CONT'D

- **Reportable act**
  - **Any violence, threat or other aggressive behavior**

SOURCES

- **By strangers or vendors**

- **By co-workers**

- **By students or clients**

- **By relatives**

EFFECTS

- **Physical injuries**
- **Psychological/emotional damage**
- **Interruption in business**

ADDITIONAL EFFECTS

- **Increased costs**
  - **(E.G., increase in security)**
- **Damaged public image**

RISK FACTORS

- **Isolated work areas**
  - **(E.G., remote locations: on campus or in a building)**
- **High-risk environments**
  - **(E.G., campus or a building)**

RISK FACTORS cont'd

- **Solo work**
  - **(E.G., night class instruction or working late hrs.)**
- **No means of communication**

RISK FACTORS cont'd

- **Financial responsibilities**
  - **(E.G., making deposits)**
- **Nature of service or responsibility**
  - **(E.G., student's Grades)**
- **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**
  - **Know where your exits are**
  - **Implement a *"buddy system"***
  - **Leave with keys in hand**
  - **Consider workplace layouts**

What's wrong with this picture?

SAFETY TIPS

- **DO:**
  - **Secure your workplace daily**
  - **Move your vehicle if working late**
  - **Escort all visitors/vendors in the workplace**

SAFETY TIPS

- **DO:**
  - **Maintain the ability to communicate**
  - **Report all incidents**
  - **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**

THINGS
TO REMEMBER

- **1.Do NOT get physical**
- **2.Do NOT over-react**
- **3.Do NOT take the challenge**
- **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

State Government Intervention

STRATEGY

- **Form an assessment team**

- **Secure a copy of your   agency's _Violence in the Workplace Program_**

- **Provide 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

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

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)