

VIOLENCE IN THE WORKPLACE

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

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:**
 - Any location where the employee is, due to job requirements

BACKGROUND INFORMATION

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



- **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
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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

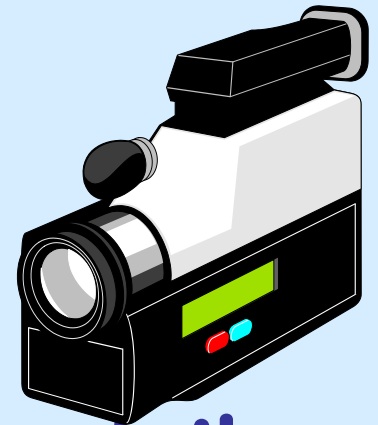
What's wrong with this picture?



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
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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
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conflict Resolution

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**
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REMEMBER...

You Play a Role!!!

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