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VIOLENCE IN THE WORKPLACE




TRAINING AGENDA

- WHAT IS WORKPLACE VIOLENCE
- ACTS OF WORKPLACE VIOLENCE
- COMMON CHARACTERISTICS OF PERPETRATORS
- PREVENTION STRATEGIES
- REACTION STRATEGIES
- WHAT TO DO IF YOU ARE A VICTIM
- REVIEW



ACTS OF WORKPLACE VIOLENCE

- THREATS OR INTIMIDATION
 - HIGHLY AGGRESSIVE/EMOTIONAL BEHAVIOR
 - ARSON, VANDALISM, SABOTAGE AIMED AT PERSON OR COMPANY
 - ASSAULTS, BATTERIES, OR ATTACKS USING FISTS, FEET, FIREARMS, AND NON-FIREARM WEAPONS
 - PHYSICAL/SEXUAL ASSAULTS
 - DOMESTIC VIOLENCE STARTING AT HOME, CONTINUEING AT WORK
 - STALKING BEHAVIOR
 - EMPLOYEE SUICIDE
 - CRIMES TAKING PLACE AT OR NEAR WORKPLACE
 - WORKPLACE HOMICIDES
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COMMON CHARACTERISTICS OF PERPETRATORS

- DISGRUNTLED ABOUT PERCEIVED “INJUSTICES” AT WORK
- SOCIALLY ISOLATED, MAY BE A LONER
- LITTLE SELF CONFIDENCE, INSECURE
- “CRIES FOR HELP” OF SOME KIND
- OBSESSIVE FASCINATION WITH THE MILITARY
- COLLECTOR OF MANY GUNS AND DEADLY WEAPONS
- LOW TOLERANCE FOR FRUSTRATION/BAD TEMPER
- THREATS MAY HAVE BEEN MADE OR INFERRED
- FEW, IF ANY, HEALTHY OUTLETS FOR RAGE
- EXCESSIVE INTEREST IN MEDIA REPORTS OF WORKPLACE VIOLENCE
- UNSTABLE FAMILY LIFE
- OTHER EMPLOYEES ARE ‘CONCERNED’




CHARACTERISTICS CONT'D

- CHRONIC LABOR-MANAGEMENT DISPUTES
 - NUMEROUS UNRESOLVED PHYSICAL OR EMOTIONAL INJURY CLAIMS
 - PROBLEMS WITH WORKING CONDITIONS
 - COMPLAINTS OF HEIGHTENED STRESS AT WORK
 - MAJORITY OF PERPETRATORS ARE MALES, 30 TO 40 YEARS OLD
 - MIGRATORY JOB HISTORY
 - DRUG/ALCOHOL ABUSE
 - PSYCHIATRICALY IMPAIRED
 - SELFISH/NARCISISTIC
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7 CRITICAL INTERVIEW QUESTIONS

- WHEN HAVE YOU FELT THAT YOU HAVE BEEN TREATED UNFAIRLY IN YOUR LIFE?
 - WHAT DID YOU DO ABOUT IT?
 - WHAT WOULD YOU LIKE TO HAVE DONE ABOUT IT?
 - WHY DO YOU FEEL YOU WERE TREATED UNJUSTLY?
 - WHAT COMPLAINTS HAVE YOU HAD ABOUT SUPERVISORS IN THE PAST?
 - WHAT COULD A SUPERVISOR DO TO MAKE YOU ANGRY?
 - WHAT HAS A SUPERVISOR DONE IN THE PAST TO MAKE YOU ANGRY?
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PREVENTION STRATEGIES

- CAREFUL PRE-EMPLOYMENT AND HIRING
- ZERO TOLERANCE PREVENTION POLICY
- FAIR AND ETHICAL TREATMENT OF ALL EMPLOYEES
- SAFE DISCIPLINE/TERMINATION PRACTICES
- ADMIT THAT A PROBLEM EXISTS
- MANAGEMENT AWARENESS OF PROBLEM AND INTERVENTION
- WHEN SHOULD THE POLICE BE CALLED
- THE ENFORCEMENT/PUNISHMENT PARADOX
- INCIDENT EVACUATION PLAN
- PRE-ESTABLISHED AFTER INCIDENT ACTION PLAN



WHAT CAN YOU DO

- BE AWARE OF WARNING SIGNS AND REPORT THEM RIGHT AWAY TO HUMAN RESOURCES OR SUPERVISOR – IN TOTAL CONFIDENCE
- DO NOT PUT YOURSELF IN DANGER OR IN AN UNSAFE POSITION
- TRUST YOUR “GUT FEELINGS”
- DO NOT SIMPLY HOPE THAT THINGS WILL GET BETTER
- GET HELP FOR YOURSELF IF YOU BELIEVE YOU ARE NOT HANDLING ANGER AND FRUSTRATION IN A NORMAL WAY



WHAT HAPPENS AFTER A REPORT IS FILED?

- IT WILL BE INVESTIGATED
 - PEOPLE INVOLVED WILL BE TREATED WITH RESPECT
 - A CAREFUL AND THOUROUGH REVIEW OF THE SITUATION WILL TAKE PLACE
 - CORRECTIVE ACTIONS WILL TAKEN BASED ON THE FINDINGS
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