



Preventing Workplace Violence Webinar

Participant Handouts



CREATING RESPECTFUL WORKPLACES FOR BUSINESSES
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Summary of learning points

- Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting.

- Workplace violence can occur from a number of sources including strangers, coworkers, customers and family members.

- Warning behaviors of violence may include:
 - History of violence.
 - Threatening behavior.
 - Intimidating behavior.
 - Increase in personal stress.
 - Negative personality characteristics.
 - Marked changes in mood or behavior.
 - Socially isolated.

- Developing Violence Prevention Procedures:
 - Know who to contact.
 - Develop and review procedures.
 - Practice makes perfect.



Tips for diffusing escalating situations

- Assess the situation before taking action.
- Project calmness.
- Be patient, empathetic, and encourage the person to talk.
- Focus your attention on the person so s/he feels that you are interested in what s/he has to say.
- Maintain a relaxed yet attentive posture.
- Ask for small specific favors, such as if you could talk in a quieter area.
- Be reassuring and point out choices.
- Arrange yourself so that your exit is not blocked.



When Facing an Active Shooter

Protection

- have clear, consistent lockdown procedures.
- turn off all sounds on personal devices as a protection measure.
- advise employees to not call or text except 911 - then, only if/when safe to do so.

Run. Hide. Fight.

- Run: If it is safe to do so for staff, run out of the building and far away until you are in a safe location.
- Hide: If running is not a safe option, hide in as safe a place as possible
- Fight: As a last resort, if you are in immediate danger consider using force and items in the environment: fire extinguishers and chairs.



Recovering after an incident

- Recovery Stages
 - Emotional: Physically, the employee is in “fight or flight” mode. Heart rate, sensory perception and adrenaline levels are increased. Employee experiences emotions such as shock, disbelief, denial, or numbness.
 - Impact: Commonly called the “impact” stage, where the employee may feel a variety of intense emotions including anger, fear, rage, grief, sorrow, guilt, or depression. This stage may last a few days, a few weeks, or a few months.
 - Reconciliation: The employee tries to make sense of the event and understand its impact.

- Evaluation
 - Review the incident. Has everything been done that could have been done to prevent this kind of incident from happening again?
 - Make suggestions to upper management on improvements or a change in practices that may prevent similar situation in the future.

- EAP
 - After the immediate threat has been resolved, refer all employees affected (directly or indirectly) by the incident to your Employee Assistance Program.



Safe Workplace Policy

- Your company's workplace violence policy and reporting procedure sets out your duties.
- Follow it.
- Make sure your employees understand their rights and obligations.
- For more information, go to:
<https://www.osha.gov/SLTC/workplaceviolence/>



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