

Blue Tuna Training Presents
Workplace Violence
Preventing & Diffusing Violence



Goals

- Understand the scope of workplace violence
- Know the policy requirements
- Recognize warning signs of violent behavior
- Be prepared to take appropriate action
- Quiz

Scope of the Problem

- Over 2 million victims of workplace violence each year
- Homicide is second leading cause of job-related deaths
- Causes of workplace violence
 - Stress & Pressure
 - Learned behavior
 - A culture in which violence is tolerated and even glorified



Who's at Risk?

- All employees
- Some may face a greater risk:
 - employees who work with the public
 - off-site employees
 - night workers
 - employees who travel for business



Who Are the Perpetrators?

- Co-workers (the first place to look)
- Former employees
- Friends or relatives of employees
- Business connections
- Outsiders



Goals

- Understand the scope of workplace violence
- Know the policy requirements
- Recognize warning signs of violent behavior
- Be prepared to take appropriate action
- Quiz



Policy Considerations

- Purpose of a violence prevention policy
- Zero tolerance for violence
- Employee involvement
- Supervisors' role in communicating and promoting the policy

ZERO TOLERANCE

Examples of Violent or Threatening Behavior

- Verbal abuse
- Indirect threats
- Direct threats
- Nonverbal threats
- Extreme threats
- Violent actions



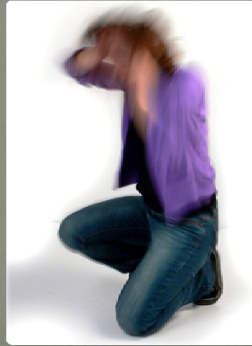
Warning Signs

- Fascination with weapons
- Alcohol or drug abuse
- Severe stress
- Anguish over employment decisions
- History of violent incidents



Warning Signs (cont.)

- Psychological deterioration
- Decreased or inconsistent job functioning
- Social isolation
- Marked deterioration in personal hygiene
- Other major personality changes



Stages of Violent Behavior

- Stage 1 – early potential for violence
- Stage 2 – escalated potential for violence
- Stage 3 – potential for violence realized



Your Role in Preventing and Defusing Violence

- Anticipation
- Security Measures
- Intervention
- Reporting

Your Role

General Security Measures

- Keep security doors closed and locked
- Do not share ID cards or security codes with others
- Follow rules for visitors
- Report unescorted strangers
- Report burned out or inadequate lighting



Additional Security Measures

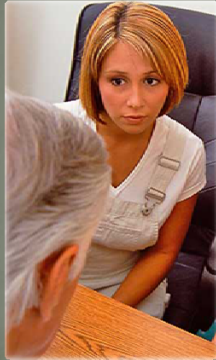
- Report unusual or unexpected deliveries
- Report any threats from people outside the company
- Report any signs of break-ins or missing items
- Take appropriate precautions when working late
- If you're being attacked, yell to alert others

Security Measures for the Road

- Keep your vehicle locked
- Don't pick up riders
- Be careful where you park
- When in doubt, don't get out



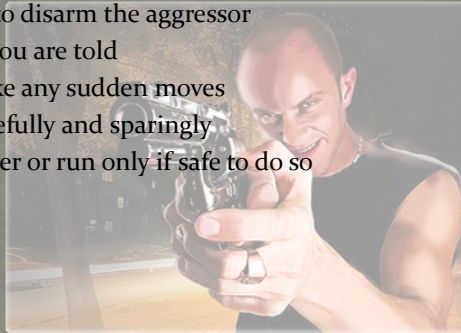
Intervention: Face-to-Face with Violence



- Warn co-workers and clear the area
- Call for assistance
- Try to remain calm and polite
- Establish eye contact
- Keep an even tone of voice
- Maintain a safe distance
- Determine an escape route

Intervention: Face-to-Face with an Armed Aggressor

- Don't try to disarm the aggressor
- Do what you are told
- Don't make any sudden moves
- Speak carefully and sparingly
- Go for cover or run only if safe to do so



Incident Reports

- Date, time, and location
- Name of aggressor
- Name of complainant/victim
- Witnesses
- Summary of incident
- Action taken



Helping Victims of Violence



- Get medical assistance
- Recognize that pain, fear, stress, and other emotions are natural
- Don't blame yourself
- Seek counseling

Goals

- Understand the scope of the problem
- Know the policy requirements
- Recognize warning signs of violent behavior
- Be prepared to take appropriate action

Summary

- Realize that workplace violence is a real and present danger
- Keep alert for signs of trouble
- Take security measures
- Take immediate action to deal with threatening or violent behavior
- Report all threats or violent behavior
- Help victims cope with the aftermath of violence