

GETTING REAL ABOUT WORKPLACE VIOLENCE

COURSE OUTLINE

GETTING REAL About Workplace Violence, Fundamentals of Awareness, Prevention, and Response

SETTING THE STAGE

- › Desired work environment: One “free from violence and threats of violence.”
- › Increased awareness and recognition of Workplace Violence
- › Response Options to an act of Extreme Violence

ATTENTION STEP - The Pervasiveness of Workplace Violence

- › OSHA estimates 2 million workers a year are affected by Workplace Violence
- › FBI study indicates Active Shooter Events tripled since 2009
- › Violence in the workplace leads to a toxic work environment
- › Course addresses two foundational areas - Prevention & Response:
- › Prevention of Workplace Violence
- › Responding to an act of Extreme Violence

BACKGROUND AND OVERVIEW - The Corrosiveness of Interpersonal Violence

- › Emotional destructiveness plus unexpectedness can lead to denial
- › Denial can lead to a sense of helplessness
- › Prevention and Response are required

MOTIVATION

- › Awareness and prevention positively impact the workplace - “looking out for one another.”
- › Response options help manage anxiety about the possibility of Extreme Violence

COURSE LEARNING OBJECTIVES

- › Define Workplace Violence
- › Know two questions to sharpen awareness to potential Workplace Violence
- › Know how to respond to concerning behavior
- › Recognize and understand the potential impact of Domestic Violence on your workplace and how to respond
- › Know what response options you have if caught inside an act of Extreme Violence

INSTRUCTIONAL VIDEO

- › 18-minute instructional video, GETTING REAL About Workplace Violence

POST-VIDEO REVIEW

- › Workplace Violence Definition
 - Any action or behavior that generates reasonable concern for someone's safety in the context of the workplace or organization. This includes threats, verbal abuse, bullying, intimidation; anything that negatively impacts someone's physical or psychological well-being."
- › Two Questions
 - "Am I seeing change, or several changes, in someone?"
 - Is someone's behavior making me uncomfortable?
- › Alarming Behaviors
 - Report Immediately
 - Ominous fascination with weapons, violent content, and/or events
 - Violent outbursts
 - Unusual or extreme mood swings
 - Acts of self-harm or neglect
- › Behaviors of Concern
 - Talk to the person (if comfortable), or Report
 - Fascination with weapons and violence
 - Obsessive or bizarre behavior
 - Violent toward inanimate objects
 - Excessive display of temper
 - Hypersensitive - unable to take criticism
 - Argumentative and uncooperative
 - "Collects" injustices - holds grudges
- › Responding to Concerning Behavior
 - Alarming Behaviors? Report immediately
 - Concerning Behaviors?
 - Talk to the person if comfortable
 - Report
- › Impact of Domestic Violence on the Workplace
 - Definition: A relational situation in which one partner holds negative Power and Control over the other.

- Domestic Violence can “spill” into the workplace when an abuser follows or stalks their victim to work
- Potential “signs”
 - Arriving to work late or very early
 - Unplanned or increased use of Earned Time or Paid Time Off
 - Decreased productivity
 - Unusual number or personal calls, voicemails, or text messages
 - Wearing inappropriate clothing for the time of year
 - Vague, non-specific medical complaints
 - Intense startle reactions
- Report in same manner as any Alarming and/or Concerning Behavior

- › Extreme Violence Response
 - GET REAL - Push through any sense of disbelief
 - GET CLEAR - Assess the situation
 - Take Action
 - GET OUT
 - GET SAFE
 - GET TOUGH
 - DON'T pick up the weapon
 - GET HELP - when safe to do so
 - FOLLOW INSTRUCTIONS - when Law Enforcement arrives

CONCLUSION

- › Workplace Violence Awareness and Prevention training helps develop a safer workplace and can improve the working atmosphere.
- › Workplace Violence Response training helps increase your ability to survive a life-threatening situation wherever or however that happens. You can survive.