

VIOLENCE  
IN THE

# PRE-TEST

1. Select from below which are types of violence:
  - a) Physical
  - b) Verbal
  - c) Psychological
  - d) All of the above
  - e) None of the above
  
2. What are reportable incidents?
  - a) Only serious ones
  - b) Any acts or threats
  - c)






PRE





# PRE-TEST


3. To help prevent acts of violence, it is a good idea to always be aware of your surroundings. (True
- 



# 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

7CBH18


## Workplace:

Any location where the employee is, due to job requirements

Your location is your worksite when out on business







# MORE BACKGROUND INFORMATION


## Types of threats

Veiled (unsigned notes)

Conditional (do you really want to..)

Direct





# MORE BACKGROUND INFORMATION

## Reportable act-

Any violence, threat or  
other aggressive behavior

They must all be reported



# POTENTIAL SOURCES

By  
strangers  
or vendors

■ By students  
or clients

By co-workers

■ By relatives

# EFFECTS

Physical injuries eventually heal

How does it effect you emotionally?

Can you do your work as well, can you concentrate?

Interruption in business-how long before you return to normal?

How do employees feel back in the office?

Standard is about one year before feeling

U`"I



# ADDITIONAL EFFECTS

Increased costs due to:





# RISK FACTORS

Isolated work areas

Remote locations: on  
campus or in a building



High-risk environments

Office, campus, or building

# RI SK FACTORS

cont' d

Solo work

(e.g., night class instruction or working late hrs.)

No means of  
communication

Cell reception?

Is there a receptionist?



# RISK FACTORS

cont' d

Financial responsibilities

Do you make deposits?

Nature of service or  
responsibility

Do you provide  
financial assistance?







# RISK FACTORS

cont' d





# SAFETY TIPS

DO:

What's wrong with this picture?





# Previous Picture:

Your back is to the door. One way in, one way out.

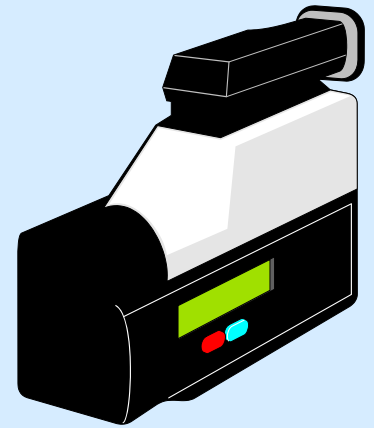
Do you have an office like this? What if someone had a bad performance evaluation in here.



What could you do differently? Move the meeting, rearrange the office?

What if this was an office where you interviewed people all the time?

# SAFETY TIPS



DO:

Secure your workplace daily  
Move your vehicle closer or  
under a light if working late  
Escort all visitors/vendors in  
the workplace

# SAFETY TIPS

## DO:

Maintain the ability to communicate

Report all incidents (threats or acts)

Inform management of restraining orders

Train all employees







# PERSONALITY TRAITS

CONT' D

Feelings of rejection

Resists change


Feelings of being picked on

Easily frustrated



# 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








# THINGS TO REMEMBER

- 
1. Do NOT get physical
  2. Do NOT over-react
  3. Do NOT take the challenge  
(if someone is picking a fight)
  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
- 





# STRATEGY

Form an assessment team

GYWfY'U'Wcdm'cZ'I @A Ñg'

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Provide this training for all employees





STG Eff EMC An







# You Play a Role!!!

Recognize warning signs

Stay in control

Collect information

Report all incidents

Train all employees






# POST TEST QUESTIONS



# POST TEST QUESTIONS

Low self esteem   Low productivity   Low impulse control  
Lacks empathy   Social withdrawal   Feelings of rejection  
Resists change   Feelings of being rejected   Easily frustrated.  
Challenges authority





# POST TEST QUESTIONS

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# POST TEST QUESTIONS





# POST TEST QUESTIONS