

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
"back to normal"



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.

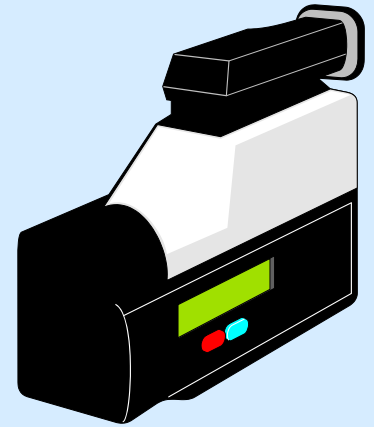
Do you have an office like this? What if someone had a bad performance evaluation in here.



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'

M

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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Physical injuries, psychological/emotional damage, interruption of business, increased costs, damaged public image



POST TEST QUESTIONS



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