

Course ID
THREAT

Course Duration
1 day

Course Title

Violence in the Workplace: Prevention and Response

Related Courses

- Conflict in the Workplace: Managing Relationships, Interactions and Conflicts (1 day(s), CONFLICT)
- Building a Respectful Workplace (1 day(s), RESPECT)
- Preventing Sexual Harassment in the Workplace (1 day, HARASS)
- Dealing with Difficult Behavior (1 day, DIFFICULT)

Aimed At

Workers or managers, including those in Human Resources, who need to learn to recognize, prevent, and deal with workplace threats and violence.

Group Size

7-25

Prerequisites

None

Course in a Nutshell

Surveys show that one out of every four employees will be somehow impacted by violence, threat of violence, or criminal activity in the workplace. Everyone at work today should be equipped with the skills for handling potentially dangerous events and preventing them from escalating into violence and terror.

Whether you are an employee who is faced with the threat or potential for harm, or a manager (including human resources personnel) taking the lead in creating a safe work environment, this course will help you learn the required skills. It focuses on identifying potentially threatening behaviors and environments, taking preventative actions to thwart violent situations before they are even considered, and handling emergencies with a cool head to reduce the potential of violence. Easy to remember tactics and strategies are also provided. Upon course completion, you will have the skills and tools to recognize threats, how to bring them forward, how to deter and diminish a variety of dangerous situations, and thus ensure a safe work environment.

Customize It! Customize this course at little-to-no additional expense to your specific needs.

- The course duration can be adapted to your needs, from a 2-hour skills based workshop to one day comprehensive course.
- For larger, dispersed organizations, a web-based live version of the course is also available.
- If the participants are managers or human resource personnel who need to bring the content back for delivery to their staff, we can add a train-the-trainer segment.
- We will customize the course to refer to your policies as well as include examples and case studies that apply specifically to your work environment.

Learn How To

- Identify the different types and levels of workplace violence
- Recognize the profile of the potentially violent individual and see early warning signs
- Use disarming response techniques in crisis or volatile situations
- Recognize the legal aspects of a secure work environment
- Understand the basic levels of human needs and know when and how to handle difficult situations such as disciplining, terminating, providing performance feedback
- Detect stress and stressors in the workplace and create a strategy for conquering stress
- Effectively deal reactively and proactively with feelings of anger, frustration and even being out of control
- Diffuse threatening situations with others who display behaviors associated with anger, intimidation, and hostility
- Use coaching strategies to alleviate others' defensiveness and help others back down with dignity

Course Outline

- Violence in the Workplace
 - Introduction and violence video
 - Facts and statistics about workplace violence and related issues
- Defining Workplace Violence
 - Levels of violence
 - Workplace violence spectrum
 - Are these behaviors threatening situations
- Identifying Potentially Violent Employees without Discriminating
 - Profile of the potentially violent employee
 - Motivations for violence
 - Behaviors and what they may mean
- Company Culture and Policy
 - Policy
 - Reporting procedures
 - Management responsibility

- Culture and its impact on potentially threatening situations
- Workplace Violence Prevention and Plans
 - Early warning signs
 - Handling issues before they are issues
 - Handling conflict proactively
 - Keeping external elements outside the front doors
 - What can prevent a violent outcome? Early coaching
- Handling Potentially Violent and Threatening Situations
 - Identifying problems and responses during crises
 - Flowchart for handling imminent danger
 - Four rules to follow to create safety for all
 - Heroes must live first: Here's how!
- Dealing with Aggressive or Threatening Behavior
 - Effective and amicable disciplinary actions, terminations and other decisions
 - Diffusing dangerous situations
- Close Out
 - Wrap-up and Q & A
 - Action Plan

How You Will Learn

- A seasoned instructor will present this course in a highly interactive “workshop” (lecture/practice) format.
- You will learn the tools and strategies that are easy to remember and use so that if an emergency arises, you will know what needs to be done.
- You will receive a printed Participant Handbook which will help you remember, retain, and reference what you learned in class.

Revised

March 22, 2010