

Workplace Violence Prevention Training

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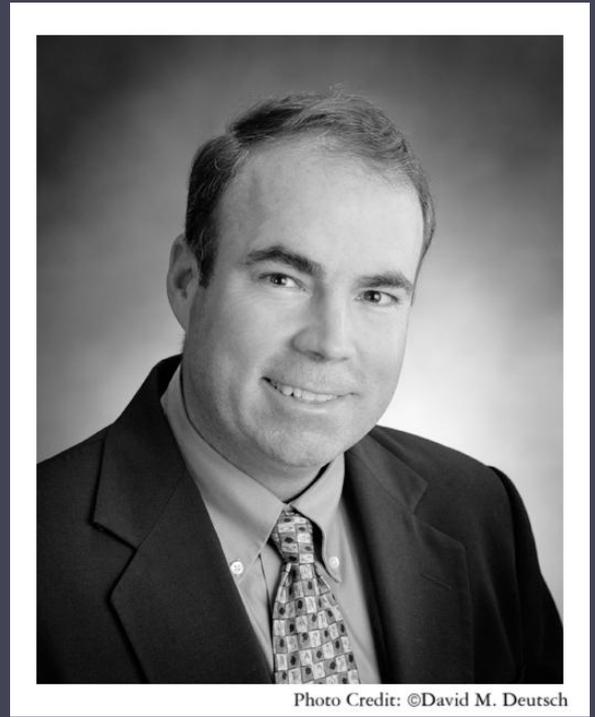


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Prevention Overview

- Introduction to Topics
- Housekeeping
- Cell Phones
- Questions



Topics



- Early Warning Signs/ Prevention
- Dealing With Mental Illness
- De-escalation Strategies
- Workplace Bullying
- Fight or Flight
- Crisis Management
- Active Shooter/ Terrorist
- Leaders Have a Vital Role in Preventing Workplace Violence

Early Warning Signs and Prevention

- Crime escalates in June, July and August by 10%
- Perpetrators are Lazy – Path of Least Resistance
- Behaviors that help Prevent Crime:
 - Be Vigilant
 - Don't Take Chances
 - Prevention in Car and Home



Prevention

- Identify Hot Spots
- Disallow Bullying
- Allow Open Communication
- Safety Valves (Outlets for Stress)
- Avoid Pointed Fingers and Raised Voices



Employee Counseling

- Safety in Numbers, but don't gang up
- Role-Playing
- Discuss and Strategize in Advance
- Warning or Spontaneous?
- Avoid Triggers
- Screening is Critical



The Mind of a Violent Person - (Screening Concepts)

- Environmental Influences
- Drug Effects
- Mental Illness
- Antisocial Behavior
 - Callous Disregard for Others
- Brain Research Continues
- Policy of Prohibition of Firearms and Weapons
- Know your Employees
 - Signs of Distress



Scenarios



- Can Anyone Relate a Time When They Did Not Feel Safe?
- Should You Act on Those Feelings?
- Have You Felt Threatened by a Resident or Employee in the Past?
- Workplace Violence is any Physical Assault, Threatening Behavior or Verbal Abuse occurring in the Work Setting

Identifying Workplace Violence

- Can Include but is not Limited to:
 - Beatings, Shootings, Threats, Obscene Phone Calls, Intimidation, Being Shouted At, Harassment
 - It is the ***Second Leading Cause of Death*** in the Workplace
- 2013 Statistics
 - 726 Work Place Homicides
 - 30 Multiple Fatality Incidents
 - 1.5 Million Simple Assaults
 - 396 Aggravated Assaults
 - 84,000 Robberies

Defusing Strategies



- Avoid hostile interaction
- Show genuine concern
- Don't raise your voice, tone or intensity
- Don't talk down, or allow condescending remarks
- Don't encroach on personal space
- Don't question integrity or honesty, focus on behaviors
- Listen and don't interrupt, repeat to demonstrate concern and understanding
- Avoid provocative facial and body gestures

Critical Concepts

- Reasoning with an enraged person is not possible
 - The first and only objective in de-escalation is to reduce the level of emotion so that discussion becomes possible
- De-escalation techniques are not natural or normal
 - Instinct drives us to fight, flight or freeze when scared
- In De-escalation:
 - We must appear centered and in control
 - We must remain calm even if frightened
 - These techniques must be practiced so they can become “second nature”

De-escalation

- Stance
- Communication
- Mindset
- Tips



Stance



- Be at same eye level – both sit or both stand
- Allow plenty of space between you – 3 to 4 times normal personal space
- Break eye contact, allow break of gaze and look away
- Do Not Smile – this can look like mockery
- Do Not Touch – Cognitive dysfunction in agitated people allow for easy misinterpretation of physical contact as threatening

Stance

- Do Not Argue or try to convince; give choices, i.e. empower
- Don't be defensive or judgmental
- Don't be parental; join the resistance: "You Have a Right to Feel Angry."



A BAD ATTITUDE
IS LIKE A FLAT TIRE
IF YOU DON'T
CHANGE IT,
YOU'LL NEVER
GO ANYWHERE.

Communication

- Do not get loud or yell over screaming person
- Take a breath and then talk softly and calmly at normal volume
- Explain limits and rules of authority, firmly, but always respectfully
- Give choices – “would you like to continue the meeting or stop now and come back tomorrow when things are more relaxed?”

Communication



- Empathize with feelings but not with the behavior (e.g. “I understand that you have every right to feel angry, but it is not ok for you to threaten me or my staff”)
- Do not argue or try to convince
- Agree with truthful statements
- Apologize and display a desire to help

Communication

- Tap into cognitive mode:
 - Do *not* say: “Tell me how you feel”
 - Instead: “Help me to better understand what you are saying to me”
- They will be less likely to attack when they are teaching you
- Give consequences of inappropriate behavior without threats or anger
- Represent external controls and rules as institutional rather than personal

Mindset

- If you assess that your de-escalation attempts are not working, STOP!
- You will know within 2 or 3 minutes if it's beginning to work
- If not, tell the person to leave, escort him/her to the door, call for help or leave yourself and call the police from a safe location with others present

7 Tips

1. Check your workplace for safety issues: lighting, escape routes, get help if needed to understand.
2. Pay attention to the warning signs (take threats seriously)
3. Promote respectful atmosphere
4. Eliminate potential weapons (items that can be thrown)
5. Know your violence response procedures – (plan to summon assistance and move people to a safe area)
6. Trust your instincts
7. Use a team approach; help one another

Preventing Workplace Bullying

- Categories
- Significance
- Leadership



Categories

1. **Aggressive Communication**
 - Insults, Shouting, Angry Outbursts, Aggressive Body Language, Harsh Emails
2. **Acts Focused on Humiliation**
 - Teasing, Gossiping, Spreading Rumors, Practical Jokes, Nasty Comments on Social Media
3. **Manipulation of Work**
 - Impossible deadlines and assignments
 - Leaving them feeling useless by taking work away
 - Withholding information needed to complete a job successfully

Significance

- Bullying is costly to an organization
- Maintain a positive workplace
- Engage in active listening
- Use confirming messages
- Assertiveness
 - Speak up when you have an idea or a problem
 - Tell how you feel
- Stand up for others when you see bullying

Leadership

- Set an example
- Look for bullying and bullies
 - 360 Evaluations are a good source of Information
- Handle complaints promptly and thoroughly
- Ignite cultural change and have Zero Tolerance for Bullying



Crisis Management

- Warning Signs
- Risk Factors
- Relevant Facts & Statistics
- Protective Measures
- Action Plan



Five Warning Signs of Escalating Behavior

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



Risk Factors for Workplace Assault

- Contact with the Public
- Exchange of Money
- Delivering Goods or Services
- Working with Unstable or Volatile Persons
- Working in High Crime Areas
- Working Alone



Facts for Employees

- Possible Safety Threats:
 - Internal Threat of (Armed) Disgruntled Employee
 - Domestic Violence spilling over into the workplace
- Three OSHA identified areas of exposure:
 1. Non-fatal assaults
 2. Homicide
 3. Risk factors

Statistics

- 2 Million Violent Assaults per year in the USA against persons who are at work
- Approximately 18% of violent crimes are committed while the victim is at work
- The leading cause is Robbery
- Highest risk of fatal injury:
 - Police or Security Guard
 - Managers
 - Employees where cash changes hands

Protective Measures

- Access control to work area
- Require sign-in of visitors
- Install alarm systems and cameras
- Consider installing a panic alarm not evident to public
- Physical barriers such as bullet proof glass and pass through windows
- Use bright and effective lighting
- Use restraining order if needed
- Offer Security escort to vehicle at night



Protective Measures

- Screen out potentially violent applicants
- Conduct situational interviews of potential applicants
- Check previous employment
- Easier to hire the right person than fire the wrong person
- Train supervisors to identify early warning signs of violent or irrational behavior
- Use restraining order if necessary
- Always have a planned escape route

Action Plan

- Handle terminations with dignity, care professionalism, fairness and control
- If faced with aggressive behavior, remain calm, avoid threatening movements, speak quietly and use an even tone
- Try to do what the aggressor wants (within reason), but do not appear scared or intimidated

Worst Case Scenario: Active Shooter

- Identification
- Notable Facts
- Action Plan
- Preemptive Efforts



Identification



- Department of Homeland Security defines an Active Shooter as an individual actively engaged in killing in a confined populated area
- Classified as mass murderers
- Act out violently and also randomly
- Go on killing sprees with no discernible pattern
- Often commit suicide

Rely on Authorities



- Tragedy underscored by recent events from movie theaters to elementary schools
- Consider working with authorities to do a “Active Shooter Drill”
- No Law Enforcement Officers have been killed responding to active shooter incidents in the U.S.

Action Plan



- Learn to observe details such as clothing, hair color, physical appearance and weapons displayed
- Consider evacuation strategies and lock down strategies (barricade) to form barriers and then evacuate safely
- Buying time while help is summoned is critical

Preemptive Efforts

- Focus is on minimal collateral damage
- Professionals will take control of hostage negotiation through calming perpetrator
- Create obstacles to prevent mass casualties
- Delay for SWAT Team to arrive and take control of the situation



ACTIVE SHOOTER!

What should you do?

U.S. Department of Homeland Security

1. Evacuate
2. Hide Out
3. Take Action

<https://www.youtube.com/watch?v=p4IJA5Zpzz4>



Evacuate

- If there is a possible escape path, exit the building
- Leave your belongings behind
- Prevent others from entering the building



Hide Out

- Lock or blockade door
- Turn off the lights
- Silence cell phone



Take Action

- Attempt to incapacitate the shooter
- Act with physical aggression and improvised weapons
- Commit to your actions

Questions?

Remember:

1. Run
2. Hide
3. Fight

