



Learning Series

VIOLENCE IN THE WORKPLACE

TRAINING FOR: Employers Supervisors Employees

American Counseling & Training, Inc.
EMPLOYEE ASSISTANCE PROGRAMS

P O Box 66083 ♦ Portland, OR 97290

Local 503-774-9971

National 866-774-9971

FAX 503-774-3221



TOPIC: **Violence in The Work Place**

Introduction

Now more than ever before society is becoming alarmed over work place violence. This concern is the result of worksite acts of murder and assaults with pistols, knives, and rifles that have increased over the last decade.

While personnel have become more aware and vigilant concerning work place violence, real prevention and preparation comes with providing formal training to all personnel and the establishment of work place policies and procedures.

What is work place violence?

- ❑ Physical assaults such as serious pushing and shoving
- ❑ Verbal assaults such as harassments, bullying, threats and shouting
- ❑ Hazing individuals due to their gender, color, race, religion and national origin
- ❑ Ganging up on an individual by mocking, hazing, or ridicule
- ❑ Hate crimes such as messages, literature, defacing property and homophobia

Who is vulnerable?

- ❑ Women presently experience the highest % of work place homicides
- ❑ Personnel who work evenings, nights or alone
- ❑ Those who handle money or deal with the public

Work place violence consists of:

- ❑ Physical assaults such as serious pushing and shoving
- ❑ Verbal harassments and assaults such as bullying, threats, and shouting
- ❑ Motivating individuals or groups to verbally or physically assault others
- ❑ Breaking or destroying company and personal property

Who are these violent people?

- ❑ Individuals whose verbal or physical outbursts suggest emotional problems
- ❑ Emotionally troubled individual's who perceive limited options
- ❑ Unpredictable coworker or spouse that pursues their victim to the work place
- ❑ Easily angered individuals that speak of violence, guns, and "getting even"
- ❑ Individuals who claim government and management abuse towards them
- ❑ Individuals who have been traumatized by combat, sexual assault or abuse
- ❑ Individuals that seem themselves as victims
- ❑ These individuals may also use recreational, prescription, and/or illegal drugs

More....



Violence in The Work Place cont...

Recognize the Warning Signs

- Angry outbursts
- Blaming others
- Distress over financial and domestic concerns
- Poor professional work history and relationships and being “stressed out”
- Bringing weapons to work

Work place violence creates

- Low moral and loss of productivity
- Fear and vulnerability in the victim and observers
- Individual and company-wide depression
- A possibility of recreational, prescription, and/or illegal drug usage
- Stress related symptoms and illnesses
- Inability to perform or concentrate

Defining the Causes

- Media glorification of individuals who “get even” when “wronged”
- Availability of firearms
- Violence is viewed as an acceptable alternative in today’s society
- Individuals stress level, work history and professional relationships are tipoffs
- Lack of supervision and poor communication allows violent attitudes to grow

Report all Incidences

- When individuals bully, intimidate, threaten, or become agitated
- Report all unwelcome activities such as phone calls, gifts or when stalked

If an individual has a gun

- Do not attempt to reason with the individual who may be high on drugs
- Alert security and follow your company crisis plan
- Seal off specific areas with security doors when possible
- Know in advance what your companies evacuation plan is
- Evacuate your work place and the company as soon as possible

Safeguard and protect yourself by

- Knowing your company’s emergency evacuation routes
- If working late, have a friend, associate, or security guard escort you to your car
- Check both in and under your car for strangers before driving away
- If strangers follow, tell them to “back off” and don’t worry about offending anyone
- Lock your doors and drive away immediately
- Call 911 to alert authorities that someone is loitering in your parking lot