

# Recognizing and Reducing Workplace Violence



**Days:** ½ Day (4 Hours)

**Audience:** To foster safer workplaces, all employees, including managers and supervisors, should participate in workplace violence prevention training to recognize potential threats, understand how to respond, and contribute to a violence-free environment.

**Description:** Violence of any sort has many roots. Sometimes, there are warning signs of workplace violence, but this is not always the case. It is up to us to learn whatever we can to prevent, identify, and mitigate any threats, and this comprehensive workshop includes everything a workplace leader needs to get started.

**Course Objectives:** This four-hour course will help teach participants how to:

- Describe what workplace violence is and know the warning signs
- Understand Albert Bandura's behavior wheel and how it applies to anger
- Apply better communication and problem-solving skills, which will reduce frustration and anger
- Respond if a violent incident occurs in the workplace, on both an individual and an organizational level

## OUTLINE:

### LESSON 1: WHAT IS WORKPLACE VIOLENCE?

Students will have an opportunity to identify their learning objectives. To start the workshop, we will examine workplace violence, its cycle, and some warning signs.

### LESSON 2: UNDERSTANDING THE BEHAVIOR WHEEL AND COMMUNICATING BETTER

During this session, we will examine Albert Bandura's behavior wheel and explore how it applies to violence and anger. Effective communication can often help prevent people from getting angry. We will explore some key communication skills, including a four-step assertive message, listening skills, questioning skills, and three keys to unlocking the best in people.

### LESSON 3: A SYSTEMS APPROACH TO CREATING PREVENTIVE PROTOCOLS

A properly implemented violence policy and program is crucial to preventing workplace

violence. We will look at both the policy and the program in detail.

### LESSON 4: DEVELOPING A THREAT RESPONSE PROCESS

Participants work on developing a plan to respond to a violent threat or incident. We will use a 14-stage plan developed by Drs. James Turner, Michael Gelles, and Chris Hatcher, as our framework. Participants will take on the role of the threat assessment team and will work on a single case study throughout the day.

### LESSON 5: INCIDENT RESPONSE CHECKLIST

During this session, we will look at a checklist developed by Dr. Robert Turner that the threat assessment team can use throughout the threat response process.

### WORKSHOP WRAP-UP

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.