

WELCOME TO OUR WEBINAR!

Here are some directions for you...

When you first join a session, the Control Panel appears on the right side of your screen. Use the Control Panel to manage your session. To free up space on your desktop, you can collapse the Control Panel and use the Grab Tab to continue to manage your session.

Grab Tab: From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), view the webinar in full screen and raise your hand. • **Audio Pane:** Use the Audio pane to switch between Telephone and Mic & Speakers.

Questions Pane: Ask questions for the staff. If you have any questions during a webinar, you can enter your questions into the Questions pane for the organizer or panelists to answer. 1. Type your question into the Questions pane and click Send. The organizer can choose to answer the question themselves or to assign the question to panelists to answer.

Customer view of handouts (Windows and Mac)

If there are any handouts uploaded to a webinar, attendees will see a Handouts pane in their Control Panel. They can click the name of a handout to access it. **Note: there are handouts for this webinar!**

Their default web browser will automatically launch and open a blank page, and the handout file will automatically start downloading.

Attendees can then click the downloaded file to open or save it.

PREVENTING WORKPLACE VIOLENCE

PRESENTED BY THE SOLUTIONS GROUP

20 WORKERS MURDERED EACH WEEK IN U.S.

**- SOURCE = NATIONAL INSTITUTE FOR
OCCUPATIONAL SAFETY AND HEALTH**

HOW MANY NONFATAL WORKPLACE ASSAULTS?

**An estimated 1 million per
year**

That's 18,000 per week

RISK FACTORS

- 1. Contact with public**
- 2. Exchange of money**
- 3. Delivery of passengers, goods, or services**
- 4. Mobile workplace**
- 5. Working with unstable or volatile persons**

RISK FACTORS

- 1. Working alone or in small numbers**
- 2. Working late at night or during early morning hours**
- 3. Working in high-crime areas**
- 4. Guarding valuable possessions**
- 5. Working in community-based settings**

DO YOU KNOW WHAT TO DO?

What precautions do you take?

AWARENESS

- 1. Know where you are – in the car or on foot**
- 2. Know what is around you**
- 3. Note “safe” places**
- 4. Don’t wear headphones—they keep you from hearing someone approaching.**
- 5. Trust your instincts—if someone makes you uncomfortable, get away as quickly as you can.**
- 6. Make sure someone knows where you are going and when you will be back.**

BODY LANGUAGE

- 1. Keep your head up**
- 2. Swing your arms naturally**
- 3. Project confidence—walk with purpose & keep a confident facial expression**
- 4. Guard your physical space. Keep an arm's length away from strangers in all directions.**
- 5. Carry your possessions in a way that does not encumber you—and take with you only those things that you will need.**

IN YOUR VEHICLE

- 1. Always lock your vehicle even if you are leaving it for just a moment.**
- 2. DON'T work/eat in your vehicle. It allows someone to watch you and potentially catch you unaware.**
- 3. If you MUST sit in your vehicle, lock the doors as soon as you get in.**
- 4. Always look inside the vehicle before getting into it after it has been parked.**
- 5. If you are parked next to a big van, enter your vehicle from the other side.**
- 6. When you approach a parking lot, walk toward the middle of the lot and look to the left and right.**

OTHER TIPS

1. **Cellular phones – use for emergencies.**
2. **Keep your vehicle well serviced and full of gas.**
3. **Always take the elevator rather than stairs.**
4. **ATMs—get cash during the day inside a store or bank if possible.**
5. **Use a map or GPS —know your route.**
6. **Rather than screaming “HELP”, try yelling “FIRE”. People are curious and might pay attention to that when they might not want to get involved in response to “HELP”.**

PREVENTING WORKPLACE VIOLENCE

- 1. Do you take threats seriously?**
- 2. When an employee behaves strangely, do you deny that there's a problem?**
- 3. Do you document threats?**
- 4. Do you become so involved in your own work that you don't notice the warning signs of trouble?**

PREVENTING WORKPLACE VIOLENCE

- 1. Do you discount other employees' complaints about the threatening behavior or increasing hostility of another employee?**
- 2. Have you provided appropriate training and coaching for employees to learn how to get satisfaction from their jobs?**
- 3. Have you used appropriate disciplinary procedures, or terminated an employee who is unable or unwilling to perform job duties, in a timely fashion?**
- 4. Does your company enforce its sexual harassment policies?**

WHAT NOT TO DO

1. **Use physical intervention. Non-violent physical intervention is used only as a last resort.**
2. **Purposefully or intentionally harming the person you are attempting to restrain is not acceptable.**
3. **Make sudden movement.**

PROTECTING YOURSELF

Maintaining safety is your first priority.

Seek safety as needed. Have an escape plan. Position yourself so you have clear access to the exit.

USE SAFETY STANCE

Use the safety stance which shows respect of another's personal space.

- **Stand at right angles to the irate person**
- **Stand at least a leg's length away from the person.**
- **Keep your hands in view above your waist.**

CASE EXAMPLE

Harry has been with the organization for years and has always joked around with his co-workers. Lately, though, his joking has included threats.

- A. Ignore him. Maybe he will stop the threats.**
- B. Tell him, “That sounds like a threat. I like your jokes better.”**
- C. Threaten him back.**
- D. Warn him that you will report him or call Security if he continues to make threats.**
- E. Other**

DIFFERENT CASE EXAMPLE

Brandon is quiet, reserved but hardworking. But he's not himself lately. He appears disheveled and irritable; he blames others for his problems with life and work.

- A. Confront him that it's only his perception.**
- B. Tell him to see a shrink.**
- C. Sincerely empathize that rough times happen and see how you can help.**
- D. Ignore him completely and pretend he is okay.**
- E. Other**

AWARENESS & PREVENTION

- 1. What are behaviors that indicate an individual might become violent in your workplace?**
- 2. What procedure do you follow for reporting “irrational remarks or behavior?”**

YOUR EXIT PLAN

- 1. Do you know how you would exit the building or otherwise protect yourself from a possible assailant?
Meet with your work team to discuss this.**
- 2. Has your organization staged any drills (like fire drills) so that people will have practice in case of an actual incident of workplace violence?**

WHAT ARE THE RULES?

What are the rules about giving access to staff family members and others who come to your facility?

RESOURCES YOU MAY USE

- **Calling a “higher authority” like a supervisor or a manager may be appropriate.**
- **Calling for additional staff may be helpful.**
- **Calling security may be appropriate.**
- **Calling law enforcement (“911”) may be appropriate.**

WHAT YOU CAN DO

1. **Don't stand directly in front of an irate person in a challenging manner.**
2. **Give them lots of space.**
3. **Be aware of your body language.**
4. **Keep your hands to yourself.**
5. **Maintaining safety is your first priority. It is acceptable to leave.**

WHAT YOU CAN SAY

- 1. Ask if there is any way you can help solve the problem and listen carefully.**
- 2. Use a neutral tone of voice and a pace slower than the irate person does.**
- 3. Be genuine and sincere.**
- 4. Never respond to aggressive comments in kind.**
- 5. Insisting that the person leave may be appropriate.**
- 6. Everything you say should be professional.**

YOU CAN PROTECT YOURSELF AND OTHERS.

Be aware.

Remember and use these tips.

Be safe!

THANK YOU!