



GOALS

This safety session teaches employees to:

- Identify steps they can take to prevent workplace violence.
- Be prepared to stop situations that could turn violent.
- Respond to violent acts safely.

Applicable Regulations: None



1. Help protect yourself and others in the workplace.

- Follow workplace security procedures such as:
 - Meeting visitors and escorting them to your work area;
 - Keeping doors locked to prevent unauthorized entry by suspicious people, former employees, etc.;
 - Alerting security to strangers with no identification in the work area; *and*
 - Reporting any threatening behavior immediately.
- Arrange a danger signal with coworkers to alert others to a potentially violent situation.
- Be especially careful in restrooms, elevators, and other isolated places if you are alone.
 - Don't enter these areas if someone inside makes you uncomfortable.
- When you work late or alone, be sure someone knows where you are, and stay close to a phone.
 - Park in a well-lit area, try to walk with someone, check your car before unlocking it, and lock it as soon as you are inside.
 - If you are using public transportation to go home, try to walk to your stop with someone else.

2. Stop situations that could turn violent.

- Take all threats of violence or revenge against you, a coworker, or the organization seriously, and report them to your supervisor, security, or Human Resources.
- Be alert for threatening behavior, such as someone who:
 - Uses intimidation frequently in interactions with others;
 - Is frequently angry and uses abusive language;
 - Believes others are out to get him or her or blames others for problems; *and*
 - Talks a lot about weapons.
- Call security and/or give coworkers a danger signal if a coworker or customer becomes exceptionally angry, abusive, or threatening.
- Reduce tension in potentially violent situations by:
 - Remaining calm and courteous;
 - Showing respect for the other person, even if you don't agree;
 - Focusing on the problem or behavior, not the person; *and*
 - Calling your supervisor, security, or the police if a situation starts to get out of hand.



Safety **Violence in the** Trainer **Workplace—Prevention**

- Don't:
 - Argue or raise your voice.
 - Respond to threats with a threat.
 - Do anything else to increase the danger.

3. **Make personal security on the street a habit.**

- Stay on well-lit streets when walking to or from work, and walk with others when possible.
- Walk briskly and confidently, make quick eye contact with people around you so that you don't look fearful, and be alert to people and movements around you.
- Carry your purse and/or briefcase close to your body.
- Divide valuables so they are not all in one place, and keep keys separate from other valuables.
- Don't wear expensive jewelry, or at least don't let it show.
- Sit near the driver or conductor on public transportation or with other passengers who seem safe.
- If you feel threatened, go into a public place like a store.

4. **Know how to respond to violent acts.**

- Give robbers what they want; don't try to be a hero.
- Report all criminal or violent acts to authorities.
- Don't wash or change clothes after a sexual assault until you've had a medical examination.
- Tell the authorities everything you know about a violent incident.
- Confront your feelings about what happened when you are involved in a violent incident.
 - Feeling stress, fear, or pain is natural.
 - Don't blame yourself; the attacker is the guilty one.
 - Seek counseling if you need help coping with the aftermath of violence.



DISCUSSION POINTS:

Role-play potentially violent situations between employees. Have other participants comment on how well the targets in the role-plays were able to defuse the situation and prevent a violent act.



CONCLUSION:

- Do your part to prevent workplace violence.
- Work with others in your workplace to prevent violence and to stop situations that could turn violent.



TEST YOUR KNOWLEDGE:

Have your employees take the Violence in the Workplace—Prevention quiz. By testing their knowledge, you can judge their ability to prevent workplace violence and whether they need to review this important topic again soon.



Safety Trainer **Violence in the Workplace—Prevention**

VIOLENCE IN THE WORKPLACE—PREVENTION QUIZ

- Following workplace security procedures can help prevent workplace violence.**
a. True b. False
- Report:**
a. Threatening behavior
b. Violent acts
c. Both a and b
- If you work late or alone, make sure someone knows where you are.**
a. True b. False
- Arrange with coworkers how to:**
a. Attack threatening people.
b. Signal danger.
c. Neither a nor b.
- If a coworker is always intimidating and abusive, you don't need to take his or her threats of violence seriously. He or she is just blowing off steam as usual.**
a. True b. False
- If someone in the workplace threatens you and shouts at you, give as good as you get.**
a. True b. False
- When you get to work, park your car in an area that will be well lit if you leave work after dark.**
a. True b. False
- If a criminal tries to rob you, refuse to give the robber what he or she wants.**
a. True b. False
- If you are the victim of violence, it's probably your fault. You have no one to blame but yourself.**
a. True b. False
- If you are involved in or witness workplace violence and you have difficulty coping after the incident, it's best to seek counseling.**
a. True b. False

When you have completed this quiz, turn it in to your supervisor.

Name: _____

Date: _____



Safety **Violence in the** Trainer **Workplace—Prevention**

ANSWERS TO VIOLENCE IN THE WORKPLACE— PREVENTION QUIZ

1. a. True. For example, make sure visitors to the workplace are escorted, and report any strangers who don't have proper visitor identification.
2. c. Report both. Threatening behavior could easily turn into violent behavior.
3. a. True. And stay by the phone. Also, be especially careful in elevators, restrooms, and other isolated places after normal work hours.
4. b. Arrange a danger signal with coworkers to alert them to threatening or violent behavior so that they can call for help.
5. b. False. Such a person could turn violent one day and come to work with a gun.
6. b. False. Remain calm and courteous. Focus on the behavior, not the person. Don't do anything to increase the danger. Try to summon help, either by calling a supervisor, security, or the police, or by giving coworkers the danger signal.
7. a. True. Try to walk with someone to your car. Check the car before you unlock it, and then lock it immediately once you are inside.
8. b. False. Don't try to be a hero. You could be shot or stabbed. Give robbers what they want, and then report the incident to the police immediately.
9. b. False. It is the violent person's fault, not yours.
10. a. True. If you feel stress, fear, or pain, realize that this is natural. But if you can't get over your troubled feelings with the help of coworkers, friends, and family, by all means, see a professional counselor who can help you deal with your feelings.