

Workplace Violence Awareness Training

What is Workplace Violence?

"Any act or threat of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the worksite"

–Occupational Safety and Health Administration (OSHA)

Core Assumptions



1. Human behavior is complex



2. People don't "snap"

- *There are warning signs, and you can be trained to see them*



3. Early Identification Matters

Core Types of Workplace Bullies



Emotional Abuser

Overly uses intimidation and embarrassment to put down victim and elevate themselves



Physical Abuser

Engages in physical, sexual, and/or racial abuse



Power Hoarder

Makes victim feel powerless



Passive-Aggressive Predator

Fake complements or comments that can hurt the victim



Cyberbully

Insults, intimidates, and threatens victim from a distance

Warning Signs of Workplace Violence: What to Look For

- Past or present history of violent behavior
- Frequent mention of or known obsession with weapons
- Changes in behavior, angry, agitated, confrontational
- Behavior consistent with mental illness
- Talk of suicide or harming self
- Showing and explaining feelings of resentment
- If your gut (instinct) tells you something's not right about a person or situation

What Can You Do?

- Follow company policy
- "See Something, Say Something"
 - Report potential workplace violence
- Understand how to de-escalate and manage hostility

Communicating with Hostile People



1. Go with the flow: *Resistance causes persistence*



2. Show empathy: *See it from their perspective*



3. Establish trust through similarities: *"We're both from the same home town"*



4. Positive spin: *"Good one's like you land on their feet. I'm sure you will"*



5. Guided imagery: *"A year from now this will only be a distant memory"*



6. Ask for their help: *"Solution that would work for you?"*