# **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**

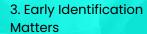


1. Human behavior is complex



2. People don't "snap"

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



## **Core Types of Workplace Bullies**



**Emotional** Abuser

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



Physical **Abuser** 

Engages in physical, sexual, and/or racial ábuse



**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?"