

WORKPLACE VIOLENCE: INSTITUTION

COURSE OUTLINE



PROBLEMS ADDRESSED

According to the U.S. Department of Labor, some two million American workers are victims of workplace violence each year.

Worker surveys reflect a consensus among employers that the problem is getting worse. There seems to be a general decrease in interpersonal respect, more aggression when conflict arises, and greater visibility of the problem with the omnipresence of video cameras.

Common threats that have been prevalent for decades (e.g., robbery, gangs, organized crime) continue to exist, but in recent years it seems that people are more easily set off. In addition, almost every interaction is now captured on video, which can show up on social media or the evening news.

This visibility of workplace violence, including minor incidents, is intimidating and can keep customers away. It can also cause a heavy emotional and physical toll on workers that can negatively impact employee retention, legal liability, and workers' compensation claims.

TARGET AUDIENCE

This training program is meant for:

- organizational workers – all employees and contractors who operate within an organization
- contact professionals – workers who interact with the public or an organization's clients
- workplace violence responders – individuals whose duty is to assist workers with the prevention, response, mitigation, and recovery from gateway behaviors, threats, violence, or potentially violent situations (e.g., security officers, safety managers, human resource managers, law enforcement officers).

COURSE DESCRIPTION

This training program focuses on preparing organizational workers to be the first line of defense against workplace violence (violence or threat of violence against workers). It covers how to prevent and mitigate workplace violence, and if such violence occurs (including active shooter incidents), how to respond.



*Addressing the Entire
Spectrum of Human Conflict*

For more information go to www.vistelar.com

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BENEFITS

Participants will gain the knowledge, skills, and abilities to

- contribute to the prevention of workplace violence as the first line of defense
- prevent emotional and physical violence via the practice of non-escalation
- be more situationally aware of escalating and developing conflict that could lead to harm
- recognize gateway behaviors that may lead to workplace violence and threat indicators that could be precursors to violence
- resolve disagreement and refusal and de-escalate verbal confrontations
- stay safe and promote recovery in dealing with people with mental health issues
- recognize when verbal methods have failed and it is necessary to take further action
- act appropriately when faced with violence
- debrief, document, and report workplace violence incidents

Organizational results include

- enhanced client satisfaction and outcomes
- decreased risk and liability
- increased safety for workers and their clients
- increased worker performance and morale
- more effective service recovery and complaint resolution
- less absenteeism and turnover
- fewer worker compensation claims

TOPICS COVERED

The outline of a *Workplace Violence Prevention, Intervention, and Recovery – Institution* training program covers the following topics:

- Definitions
- Significance of the Problem
- Context: Approach Considerations
- Contact: Point of Engagement
- Non-Escalation Methods
- Conflict and Crisis
- De-Escalation Methods
- When Word-Based Methods Fail
- Reporting of Incidents
- Combat: Aggression and Violence
- Workplace Violence Responder Considerations
- Interacting with Workplace Violence Responders
- Active Threat Preparedness
- Active Threat Response
- Active Shooter Stages
- Impact on Client Satisfaction and Worker Performance/Retention

