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COMBINED

Violence Prevention in the Workplace

Presented by:



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BEFORE WE BEGIN



We will send you the
recording



Submit your questions anytime.
We'll do Q&A at the end.



Please complete the
exit survey

Violence Prevention in the Workplace



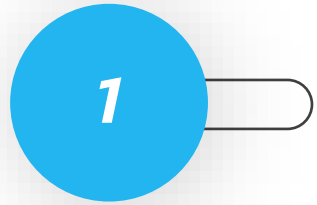
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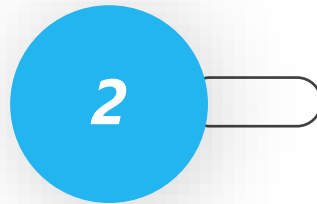
Attendee Poll



Have you ever personally experienced violence in the workplace?

✓ Yes

✗ No



Have you ever had an employee come to you who has experienced violence in the workplace?

✓ Yes

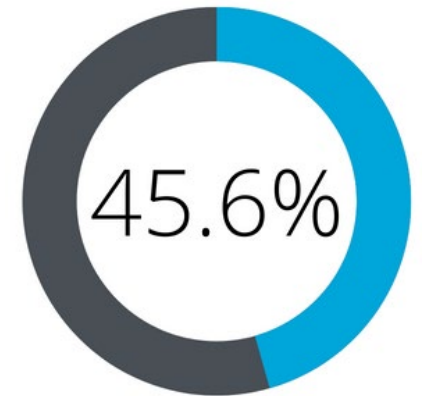
✗ No

Why this topic is so important

- 2 million people become victims of workplace violence annually.

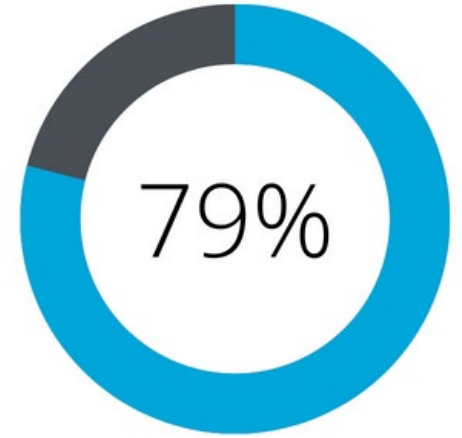
This number is actually low, as most companies do not report violence in the workplace.

- Female workers suffer higher rates of workplace violence
- 45.6% of all active shooter events occur in the workplace
- 20 years ago, the US experienced an active shooting event about once every 2 months. In 2022, we are averaging a shooting event every 7 days



Why this topic is so important

- From 2015-2019 shootings made up 79% of workplace homicides
- The average age of workplace homicide victims is 25-54 years old



Cal/OSHA is preparing a requirement that all CA employers have a written Violence Prevention Plan

Definitions

Active Shooter: Is someone who is actively engaged in killing or attempting to kill people

Mass Shooting: Is someone using a firearm with the intention of killing or attempting to kill multiple people at one time

What is Workplace Violence

- **Workplace violence** is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.
- Ranges from threats and verbal abuse to physical assaults and even homicide.
- It can affect and involve employees, clients, customers, and visitors.
- It's a statement or behavior that someone will use physical force against another person.

What is Workplace Violence

- The use of guns is not required for an incident to be considered workplace violence.
- Acts of violence and other injuries are currently the third the 3rd leading cause of fatal occupational injuries in the US.
- According the Bureau of Labor Statistics Census of Fatal Occupational Injuries, of the 5,333 fatal workplace injuries that occurred in the US in 2019, 761 of them where cases of intentional injury by another person.

What is Workplace Violence

However it manifests itself, workplace violence is a major concern for employers and employees nationwide.

Cal/OSHA Workplace Violence Prevention Plan

- Cal/OSHA has proposed a regulation which will apply to all employers
 - possibly adopted by October, 2022
- All employers must implement the new violence prevention plan (WVPP).
- The plan will require employers to perform a violence prevention assessment of their facility.
- Employers must involve their employees during this assessment and discussions of abatements.

Cal/OSHA Workplace Violence Prevention Plan

- The use of an employee survey is a great way to engage your employees in the process and have a better idea of how safe your employees feel in their work environment.
- It will require abatements of areas that need increased security.
- All employees must be trained on the new written plan, and they must also have the plan available for employees to view at any time.

Cal/OSHA Workplace Violence Prevention Plan

- Employers must conduct post incident investigations
- There will be recordkeeping regulations including a Violent Incident Log
- Periodically review effectiveness of the plan
- Add a process for employees to report workplace violent incidents without the fear of retaliation.
- Keep this plan with your IIPP

Workplace violence comes in many forms

- Pushing or shoving
- Kicking
- Verbal hostility
- Sending threatening messages through emails
- Phone calls
- Posting on social media
- Making threats against someone's life
- Shouting and swearing
- Biting
- Spitting on someone
- Verbal or physical sexual violence
- Pinning someone down or against something
- The use of an object to harm someone
- The use of a knife or sharp object
- The use of a gun

The violent personality

A violent personality is one that involves a variety of factors and background experiences. Some of these factors are listed below:

1. Childhood victimization
2. Attachment deficits
3. Reduced capacity for empathy (callousness)
4. Witnessing parental violence
5. Personality characteristics
6. Narcissism
7. Antisocial traits
8. Disregard for social norms
9. Serious neglectful up bringing
10. Tendency for aggression
11. History of animal abuse/cruelty
12. Early sexual experiences
13. Promiscuity
14. Hostility towards women
15. Traditional views about gender roles
16. Impulsivity
17. Beliefs supporting abuse & rape
18. Support from others to abuse or rape
19. Use/abuse of substances to justify abuse and/or rape
20. Raised with permissive style of parenting

Examples of contributing factors to violent behavior

- Lack of attention or respect from one's peers
- Having low esteem or self-worth
- Experiencing neglect or abuse
- Witnessing violence in the home
- Loss of your home
- Covid-19 pandemic
- Mental health issues
- Drugs and alcohol
- Access to weapons
- Break up or divorce
- Child custody issues
- Illness or death of a family member
- Loss of wages or a layoff
- Severe financial issues
- Inability to keep a job

Contributing factors can cause:

- Stress
- Depression
- Agitation
- Anger
- Increased mental illness
- Sadness
- Sorrow
- Lack of control
- Lack of restraint
- Lack of self worth

Security of a facility

What are some challenges that companies face?

- Remote workers coming and going
- Varied work schedules
- Do you know who's in the office at any given time?
- Rotating days off and split shift schedules
- Changes in physical locations and facility layouts
- Do you have employees reporting to more than one office?

Security of a facility

- Facility layouts may change due to employees being repositioned
- Who has keys or key codes to your facility?
- Have you retrieved assigned keys or key cards from a terminated employees?
- If an employee changes positions, have you changed their access to parts of the building they no longer need access to?
- Make adjustments to your security plans based on your current workforce.

Security of a facility

- Are your employees having to walk in a dark parking lot to get to your facility?
 - Is there lighting?
 - Are there security guards?
- Continue to review and update your harassment, weapons, cybersecurity policies and plans
- Add and update policies to your employee handbook

Facility safety assessment

- Incorporate safety & security training for all employees

- **Workplace/Office security:**

Have you tested your alarm system? Does it work? Do employees know where it's located? Do you have air horns?

How to de-escalate a situation

De-escalation training: How to reduce the intensity of the situation, recognize signs of escalation, create distance, remove yourself from the situation, seek assistance.

1

Situational awareness

- Your own emotional self-control is key so make sure you project calmness.
- Then check out your surroundings. Where are the exits? Who else is around? Is your risk for personal harm high?
- Observe the other person's verbal and physical behavior. Note how far they have escalated.
- Finally plan your approach and how you might exit, if needed. Remember, safety is paramount.

How to de-escalate a situation

2 Take care with your words

Resist the urge to say: “Calm down.” Think about how you’d feel if you were upset. Remember your emotions affect your words and if you’re fearful this will show up when you speak. Watch your tone and your volume; if you appear bureaucratic, argumentative or directive this will likely trigger an escalation. Speaking calmly and slowly will often cause the other person to do so as well.

3 Acknowledge the problem

You can’t avoid the elephant in the room, so name it and deal with it. Acknowledge the emotion and ask open-ended questions to seek understanding. “Wow, you’re upset; how can I help out?” “You’re clearly angry, what’s going on?” Caution: asking a person if they’re upset, when they clearly are, will lessen your credibility and likely earn you a rude response.

How to de-escalate a situation

4 Be a great listener

While maintaining a safe distance, use your body positioning and non-verbal actions to show the person you are there to listen. Orient yourself towards the person, open up your arms, raise your eyebrows and make respectful eye contact. Invite them to talk, and remember it is not about you. Use small verbal encouragements to let them know you are listening (e.g., sure, okay, yes, etc.). Resist the urge to interrupt and ask your next question.

5 Be empathetic

Dealing with their emotions first is an effective defusing technique. Be empathetic and explore their feelings by using non-judgmental questions. Express your goal to try to comprehend where they are coming from. Ask open-ended questions that help you understand their situation. “I’d like to hear more about how you’re feeling.” Use their name if possible and express that “we” will get this sorted out together.

How to de-escalate a situation

⑥ Use silence

Silence in a normal conversation is often awkward, yet it can be very helpful in angry confrontations.

Using silence helps a person slow down their thinking and regain composure and it buys you some time.

Lead into a silence break then make then a statement such as:

- “That’s an important point, give me a minute to think about that.”
- “We’ve covered a lot of ground; I need a moment to collect my thoughts on what we’ve talked about.”

How to de-escalate a situation

7 Give choices

People often become angry or violent because they feel they have lost control of a situation. They feel someone has either done something to them or is not doing something for them.

Providing them with choices helps them regain control of themselves.

Refocus the individual on their issue and if possible offer them choices:

- “I can take down your complaint in writing or would you rather write it out in your own words?”
- “Do you want to tell me what happened first or how this made you feel?”
- “We can fill out the application together or you can do it on your own.”

Important Training Topics

Your overall goal is to respond to these situations confidently, effectively and safely.

There is no “one size fits all” approach to managing aggressive and abusive conduct, but being prepared is critical to successfully defusing a situation.

Remember: “Failing to prepare is preparing to fail.”

Take some time to think about your more common conflict situations.

Visualize how you will act when responding positively.

And finally, practice, practice, practice!

How can workplace violence hazards be reduced

- In most workplaces where risk factors can be identified, the risk of assault can be prevented or minimized if employers take appropriate precautions.
- One of the best protections employers can offer their workers is to establish a **zero-tolerance policy** toward workplace violence.

This policy should cover all workers, patients, clients, visitors, contractors, and anyone else who may come in contact with company personnel.

How can workplace violence hazards be reduced

- By assessing their worksites, employers can identify methods for reducing the likelihood of incidents occurring.
- OSHA believes that a well-written and implemented workplace violence prevention program, combined with engineering controls, administrative controls and training can reduce the incidence of workplace violence in both the private sector and federal workplaces.

How can workplace violence hazards be reduced

- This can be a separate workplace violence prevention program or can be incorporated into a safety and health program, employee handbook, or manual of standard operating procedures.
- It is critical to ensure that all workers know the policy and understand that all claims of workplace violence will be investigated and remedied promptly. In addition, OSHA encourages employers to develop additional methods as necessary to protect employees in high-risk industries.

Gun Violence



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