

Workplace Violence

What can I do?

What should I know?

What should I share?

How Common Are Workplace Violence Incidents?

- 1.7 million violent victimizations occur yearly against persons 12 years of age or older while at work
- Approximately 900 work-related homicides occur annually
- The majority of workplace violent incidents are aggravated or simple assaults (19 of 20 incidents)

Risk Factors for Workplace Violence

- Contact with the public
- Where \$\$\$\$ (money) is exchanged
- Working in small numbers
- Working late at night
- Situational violence
 - When people get upset over an issues, i.e. grades, relationships, failures
- Stalking
 - Family member incident

What Are the Most COMMON Types of Workplace Incidents?

- Assaults
- Domestic Violence
- Stalking
- Threats
- Harassment
 - Including sexual harassment
- Physical and Emotional Abuse

Profile of WPV Offenders

- Male
- Lack of Interpersonal Skills (Loner)
- Cannot Accept Authority
- Can't Take Criticism Of Any Sort
- Low Self-Esteem
- Violence in Their Background
- Domestic-Related (Stalking)
- Fascination with Weapons &/or the Military

- Paranoid, Everyone Is Out To Get Them
- Having Serious Personal Problems In Their Lives
- Blames Everyone Else For Their Problems
- Abuse of Drugs or Alcohol
- Their Identity Centers Around Their School Or Job
- Romantic Obsession With An Instructor Or Fellow Student and Feeling Rejected
- Indications of Suicidal Tendencies
- DO THESE CHARACTERISTICS REMIND YOU OF ANYONE?

Other Warning Signs of Violent Behavior

- Sudden Personality Change
- Depression
- Excessive Irritability
- Obsessive Behavior
- Blaming Others
- Extreme Anxiety
- Resentfulness
- Suicide Comments
 - SOME DESCRIBE THIS BEHAVIOR AS
“GOING OVER THE EDGE.”

What Can I do to Keep Safe?

- Have a PLAN (this keeps police officers safe)
- Be Prepared (RESPOND)
- Be Aware of Your Surroundings
- Keep People Informed of What's Happening
- Documents ALL Unusual Incidents - This allows for proper assessment
- Zero Tolerance Policy is Recommended
- Don't Feel IT Can't Happen to YOU!

- Providing regular training to your staff
- SUPPORTING, not punishing victims of workplace or domestic violence
 - Do you know the dynamics of domestic violence?
- Have FAIR disciplinary policies
- Foster a climate of trust and respect among fellow workers and students
 - RESPECT SERVICE SAFETY
- Report violent or threatening behavior by co-workers/students, and have a procedure for follow up (how do you follow up?)

Prevention Strategies for NWTTC

- CCTV
- Duress Alarms
- Good Lighting
- Escorts by Security
 - i.e. parking lot incidents this summer
- EAP/Student Counselors
- Good Communication Skills -VERBAL JUDO
- Survey your Office for Potential Weapons
- Escape and Evacuation Plans
- Have Someone Else Sit in With You (pride goeth before the fall)
- Having a Crisis Response Team and Safety Team
- HAVE YOU THOUGHT ABOUT WHAT YOU WOULD DO IN A VOLATILE SITUATION?

Prevention Strategies

- Where will you sit if you are confronting a student/employee who could be confrontational?
- Do you know your room number?
- What would you do if taken hostage?
 - Stockholm Syndrome
 - Be Personable
 - Attain Eye Contact with Abductor
 - Keep Calm and Keep your Voice Calm

Will the LAWS Keep Me Safe?

- Injunctions and restraining orders can lead to a false sense of safety!
- What does a Temporary Restraining Order do?
 - 968.075
- Remember TRO's and Injunctions are only pieces of paper
 - The benefit of these orders is to keep people informed

Questions/Thoughts?

- Do you know what you'd do in an emergency?
- Would you report an incident you thought might become a problem, and to whom would you report it?
- What are the issues that concern you about your personal safety on your campus?
- Do you know about your EAP?

QUESTIONS?

- Are you more concerned with violence from
 - Students
 - Staff
 - Visitors
 - Family
 - Terrorism
 - Natural Disaster
 - Others Causes