



# March 2023 Preventing Workplace Violence

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Report complaints to [safety@gram.edu](mailto:safety@gram.edu)

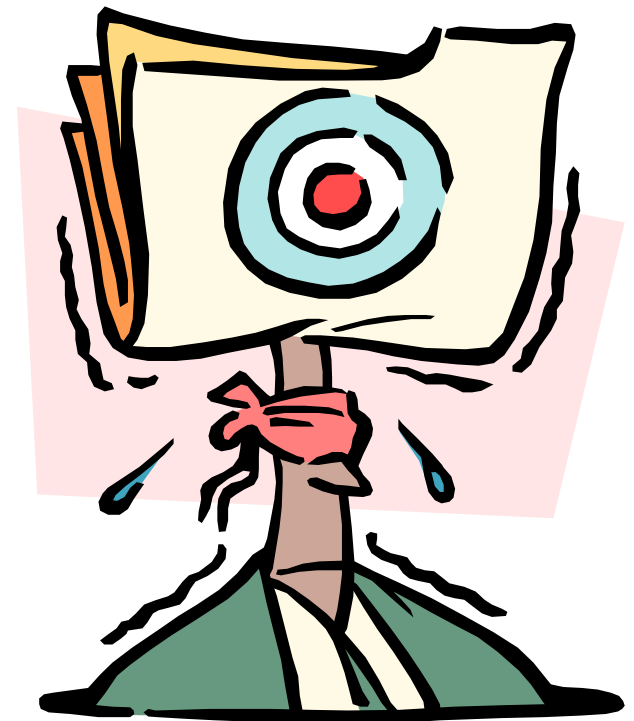
# Training Objectives

1. Define workplace violence and explain the four categories of workplace violence
2. Present key facts about workplace violence
3. List risk factors for potential violence at the workplace
4. Describe several ways to prevent violence at work
5. Prioritize post-incident reporting and response procedures
6. Describe the key elements in a workplace violence prevention policy
7. Discuss how to handle an angry consumer

# What Is Workplace Violence?

(Note the subjective nature of 2--4)

1. Physical Assault
2. Threatening Behavior
3. Verbal Abuse
4. Harassment



# Four Categories of Workplace Violence

1. Violence by Strangers Committing Robbery
2. Violence by Customers, Clients, or Patients
3. Violence by Employees and Supervisors
4. Violence by Domestic Partners or Relatives of Employees (new category)

# True or False: Violence is the leading cause of death on the job.

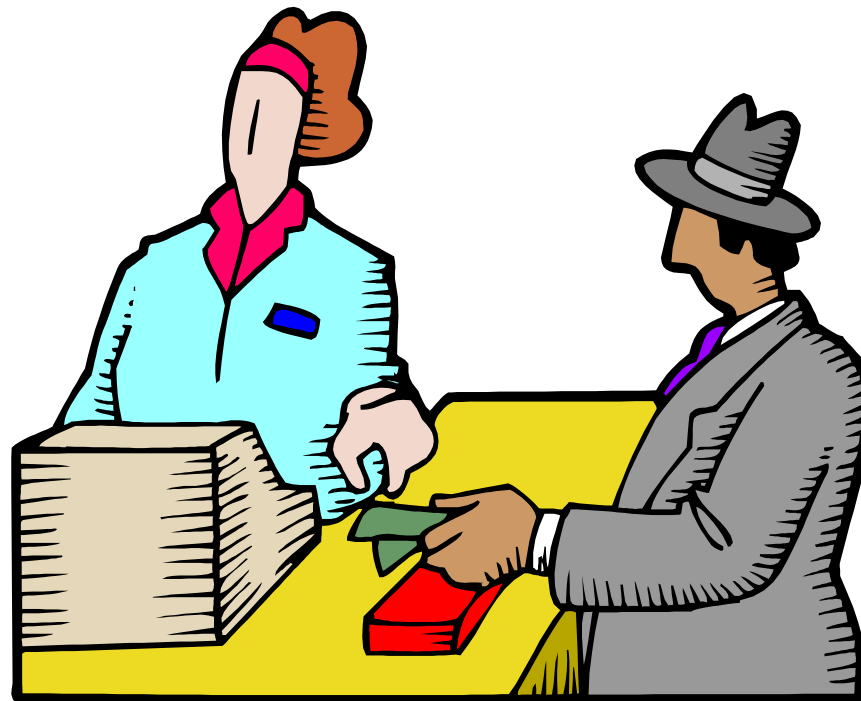
- False!
- The leading cause of death on the job is vehicle accidents.



- Violence is the **SECOND** leading cause... in the nation.

True or False: Homicide is the leading cause of death for women in the workplace.

- **TRUE!**



True or False: Disputes between workers and supervisors are the main motive for workplace homicides.

- False. Robberies account for the majority of workplace homicides.



**75% of the victims were shot**

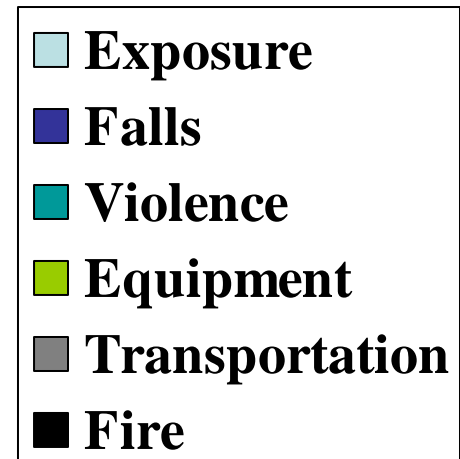
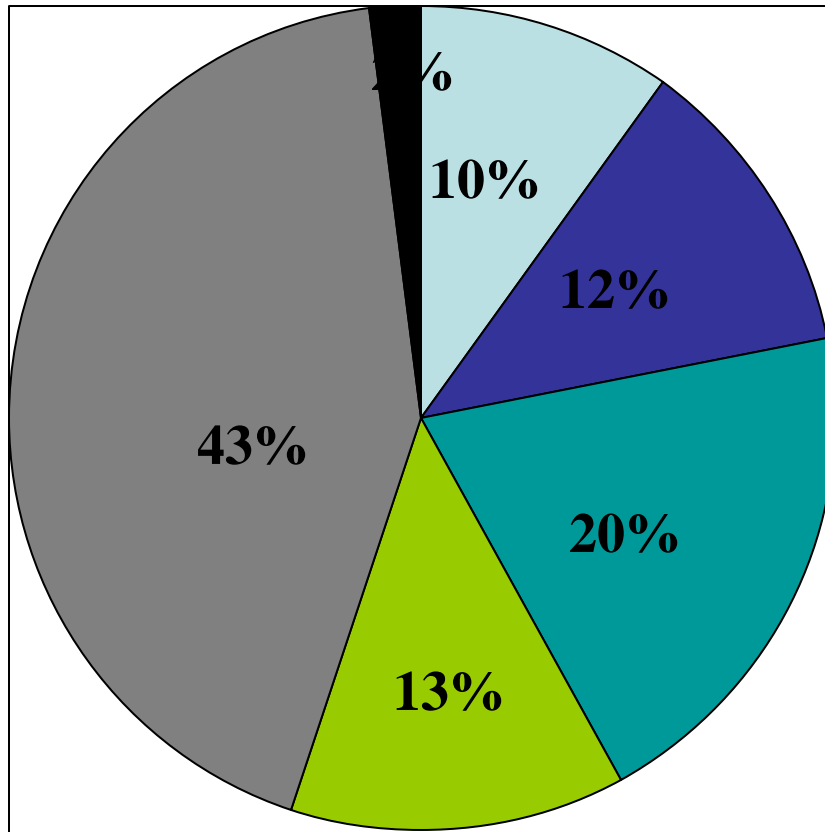
# How many workers are murdered on the job each year in the U.S?

- According to the U.S. Department of Labor in 2019 there were 5,333 fatalities at the workplace, **454** were due to homicide.





# Workplace Fatalities



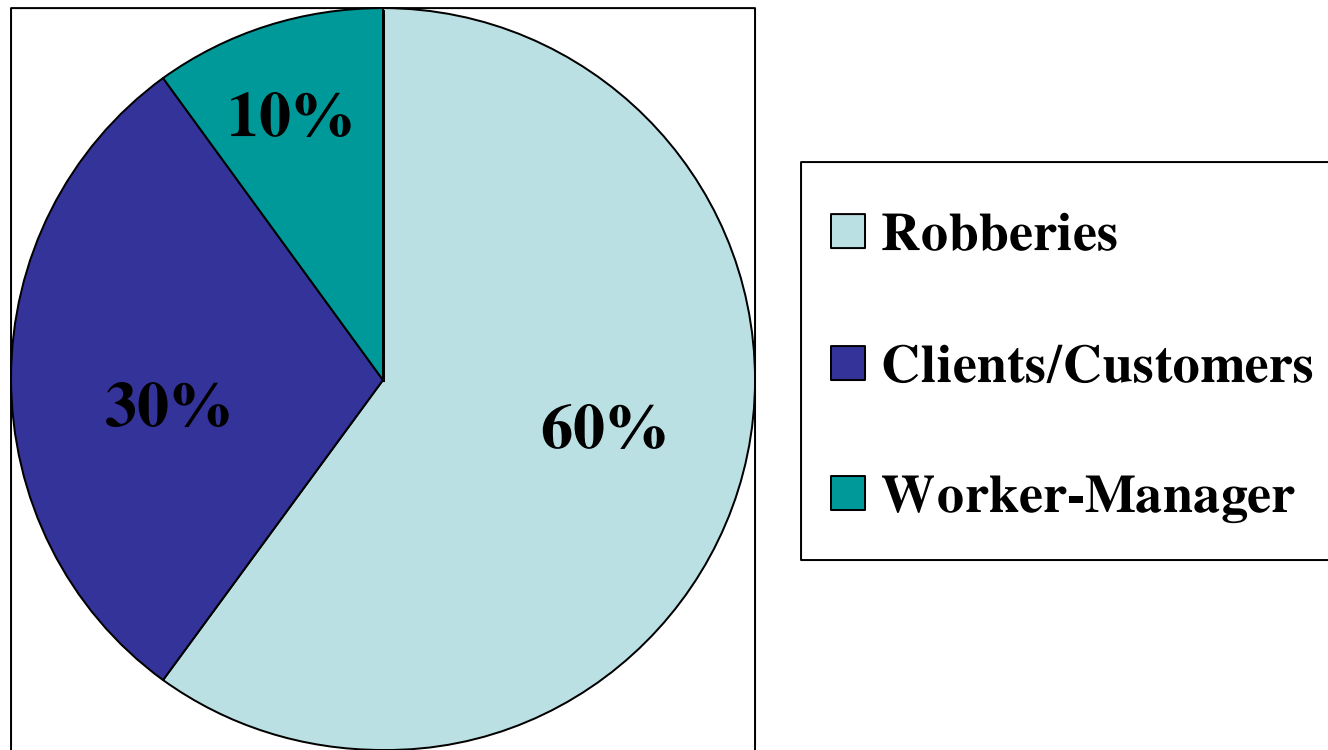
*Out of 478 fatalities, 96 were due to violence!*

How many people are victims of non-fatal assaults on the job each year?



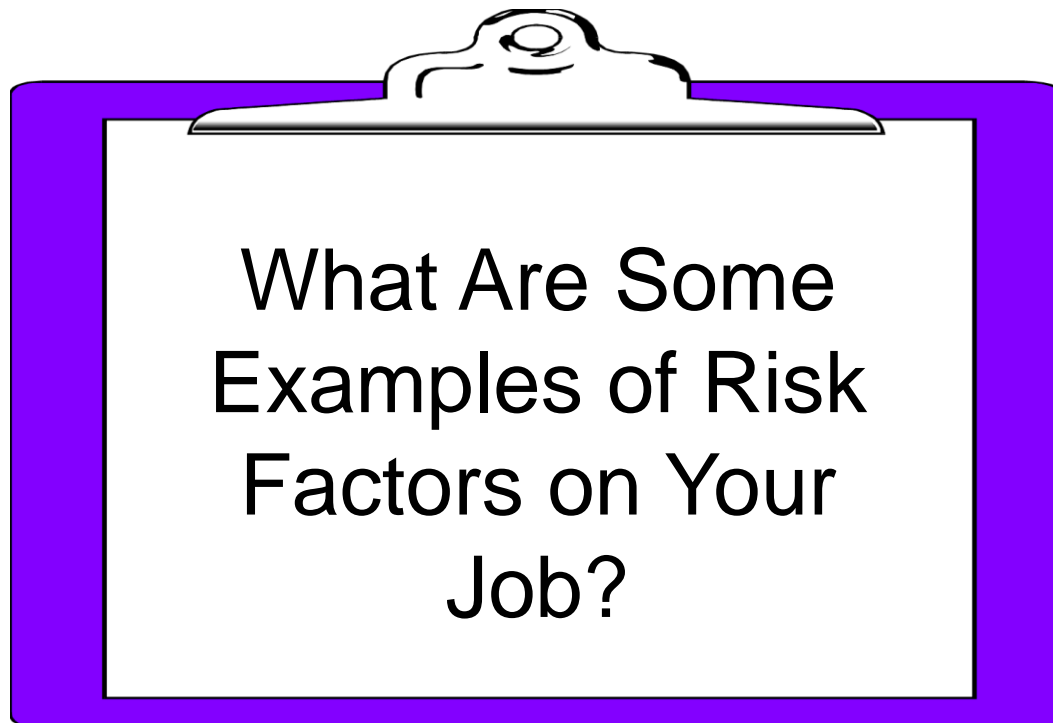
2,000,000 workers are victims each year in the U.S.

# Workplace Homicides in California 2002 Total=96



# A Risk Factor Is:

- Any condition that may increase a worker's risk for violence.



# External Risk Factors Include:

1. Working alone or in small numbers
2. Working late night/early morning
3. Working with money
4. Delivering passengers, goods or services
5. Having a mobile workplace like a taxicab or police car
6. Working in high crime areas
7. Guarding property or possessions
8. Contact with the public

# Internal Risk Factors Include:

1. Highly competitive sectors with intense workloads, e.g. food processing
2. Restructuring of an organization, e.g. impending layoffs
3. Ignoring warning signs from certain individuals who have a gripe with co-workers or management
4. Allowing an ongoing feud between co-workers to go unaddressed by management
5. Chronic verbal abuse by a supervisor towards workers
6. Denial on the part of management regarding employee tension or favoritism towards one party
7. Old school mentality by management that tolerates and enables supervisor abuse

# How Can Violence Be Prevented on the Job?



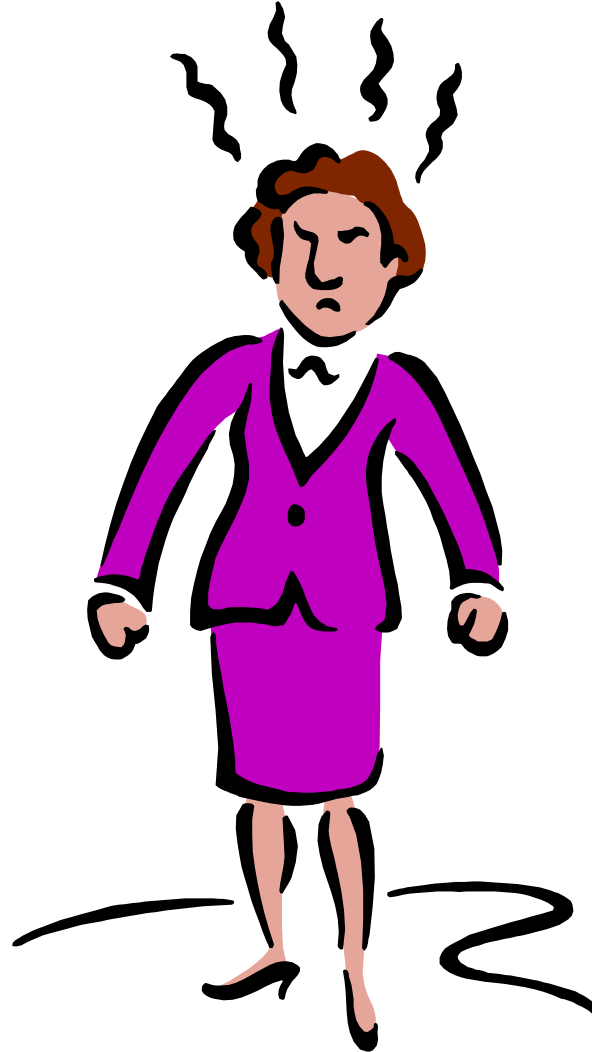
# Prevention Strategies (External Risk)

1. Don't work alone late at night or early morning
2. Call for a security escort if working late on GSafe App
3. Carry a cellular phone
4. Redesign workspace to prevent entrapment
5. Train staff in ways to diffuse violence.
6. Place curved mirrors at hallway intersections
7. Maintain good lighting indoors and outdoors
8. Prepare plan for consumers who "act out"
9. Control access to employee work areas.



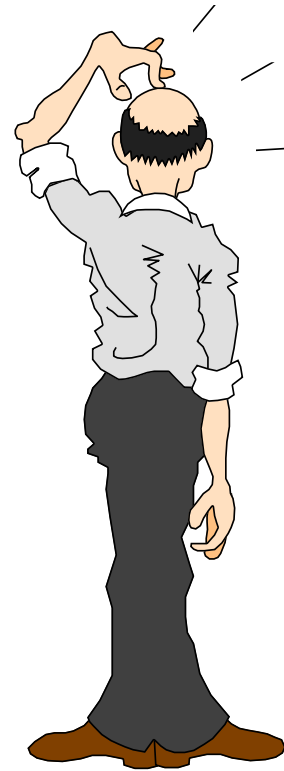
# Five Warning Signs of Escalating Behavior

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



# Warning Signs of Confusion

- The person appears bewildered or distracted.
- They are unsure or uncertain of the next course of action.



How would you respond to a person who is confused?

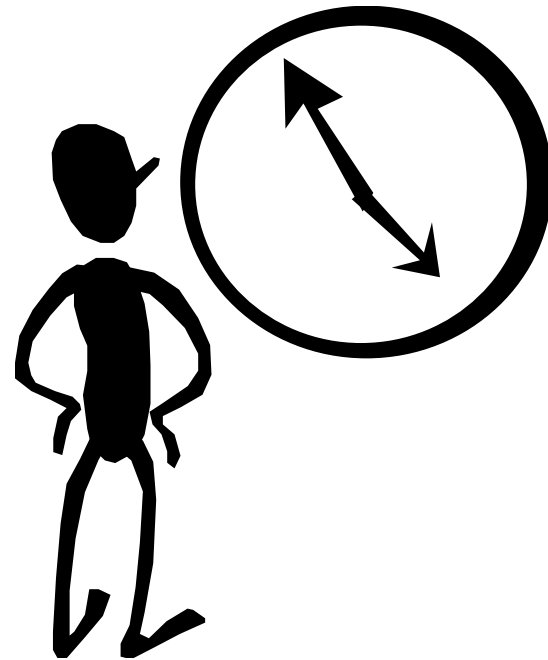
# Responses to Confusion

1. Listen  
Attentively to  
the person
2. Ask clarifying  
questions
3. Give factual  
Information



# Warning Signs of Frustration

1. The person is impatient and reactive
2. The person resists information you are giving them
3. The person may try to bait you



**How would you respond to a person who is frustrated?**

# Responses to Frustration

1. Move the person to a quiet location
2. Reassure them, talk to them in a calm voice
3. Attempt to clarify their concerns



# Warning Signs of Blame

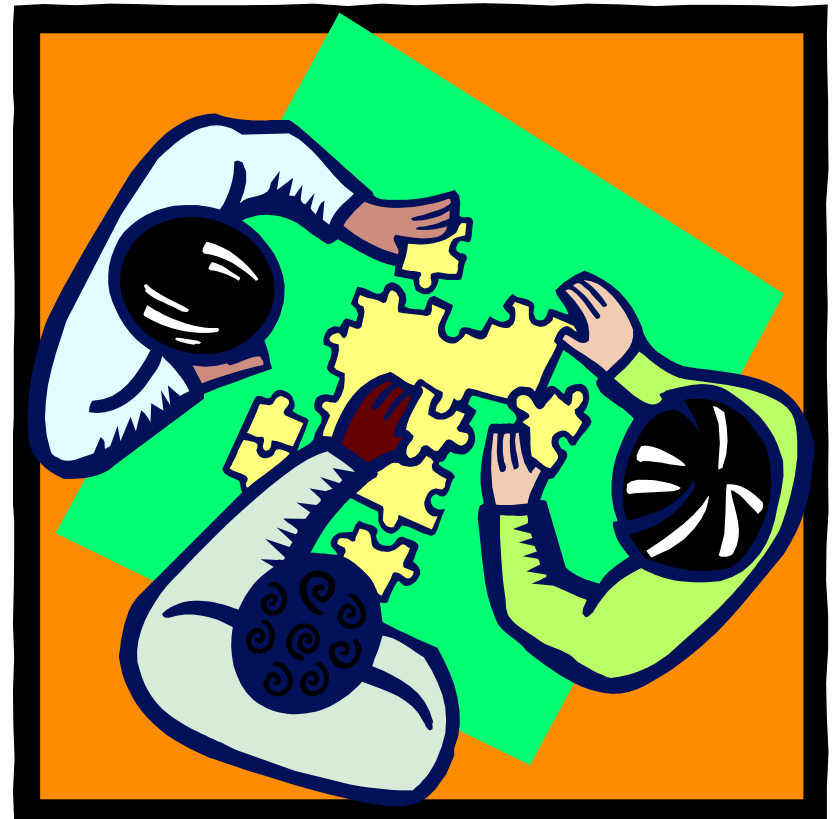
1. The person places responsibility on everyone else
2. They may accuse you or hold you responsible
3. They may find fault with others
4. They may place blame on you



**How would you respond to a person who is blaming?**

# Responses to Blame

1. Disengage with the person and bring a second party into the discussion
2. Use a teamwork approach
3. Draw the person back to the facts
4. Show respect and concern
5. Focus on areas of agreement to help resolve the situation



# Warning Signs of Anger

1. The person may show a visible change in body posture
2. Actions may include pounding fists, pointing fingers, shouting or screaming
3. This signals **VERY RISKY BEHAVIOR!**



**How would you respond to a person who is angry?**



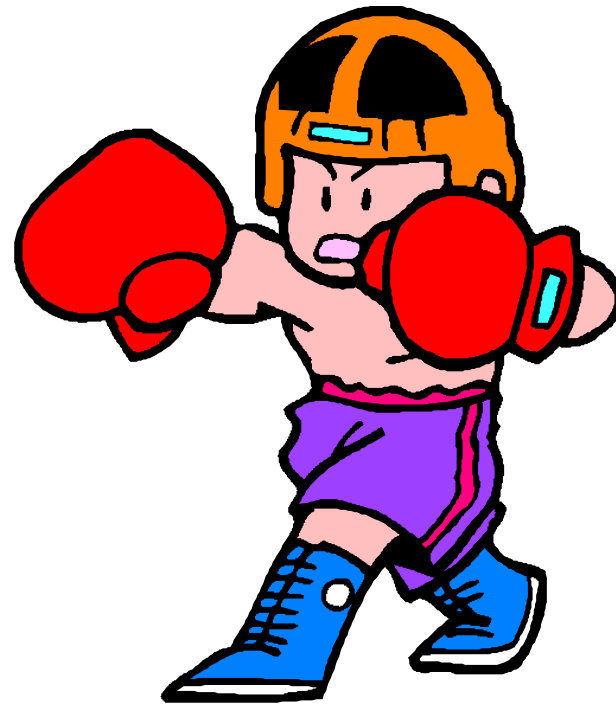
# Responses to Anger

1. Don't argue with the person
2. Don't offer solutions
3. Prepare to evacuate the area or isolate the person
4. Contact your supervisor and security personnel



# Warning Signs of Hostility

1. Physical actions or threats appear imminent
2. There is immediate danger of physical harm or property damage
3. Out-of-control behavior signals the person has crossed the line



**How would you respond to a hostile person?**

# Responses to Hostility

1. Disengage with the person and evacuate the area
2. Attempt to isolate the person if it can be done safely
3. Alert your supervisor and contact security immediately



# List Your Policy Recommendations

And email them to [safety@gram.edu](mailto:safety@gram.edu)

Download the GSAFE app on your mobile phone

