



# WORKPLACE VIOLENCE

## A SUPERVISOR GUIDE



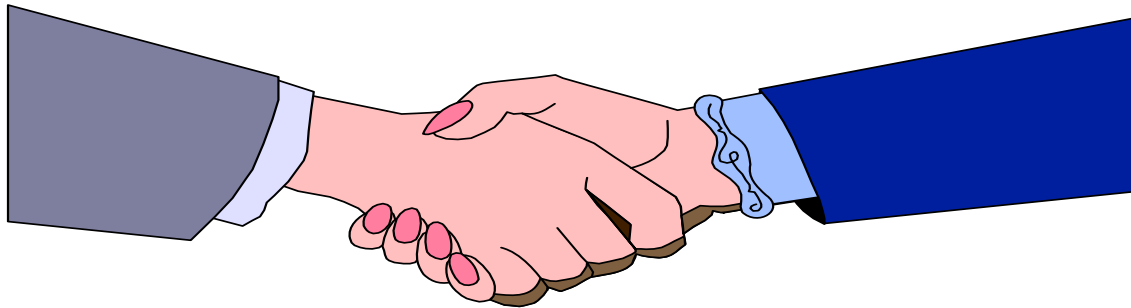
# PLANNING

- PRE-EMPLOYMENT SCREENING
  - application as a guide to check past acts of violence
  - personal interviews with references



# PLANNING

- EMPLOYMENT SCREENING
  - meet with the new employee and review expectations of conduct
  - be consistent with all employees
  - document your expectations



# PLANNING

- **SITE SCREENING**

- safety and security concerns
- security policies enforced
  - lock doors/cabinets/desk
  - secure personal property
- visitor/former employee access policy
- emergency numbers posted





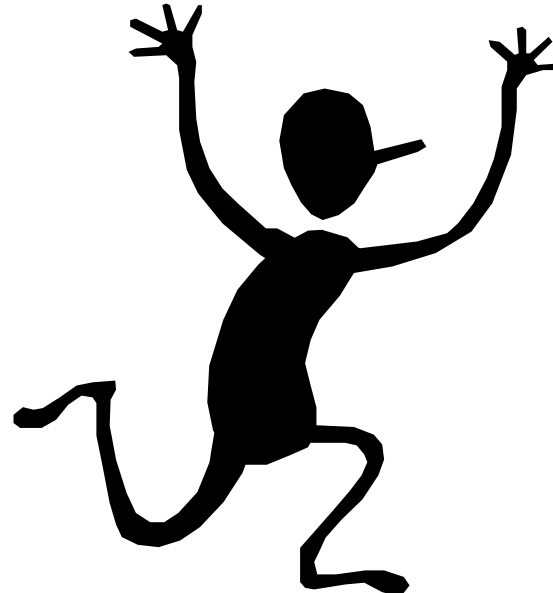
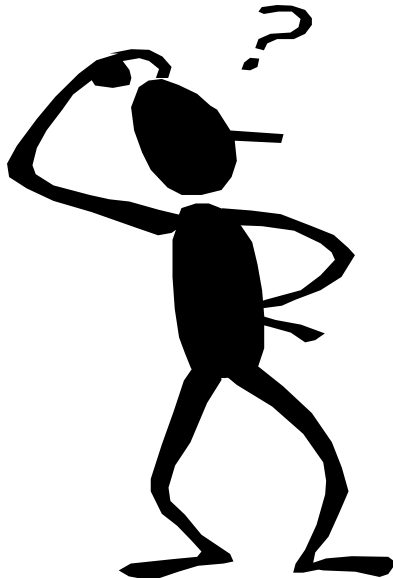
# THREAT MANAGEMENT PLAN

- WHO IS RESPONSIBLE FOR
  - notification of emergency services
  - notification of staff and students
  - security of area before police arrival
  - release of sensitive information
  - clean-up and/or repairs
  - notification to return to work
  - benefits and assistance available



# THREAT MANAGEMENT PLAN

- TRAINING THE STAFF
  - how: things happen and why
  - who: may be involved; call for help
  - what: should they do; should not do



# COPING WITH THREATS AND VIOLENCE

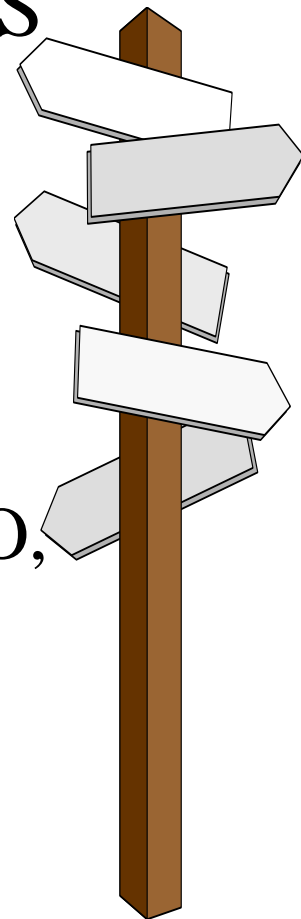
- SUPERVISORY TRAINING
  - encourage employees to report incidents
  - skills in compassionate and supportive dealings with employees who report incidents
  - skills in disciplinary actions
  - skills in handling crisis situations
  - screening of pre-employment references



# COPING

- RESOURCES FOR TRAINING SKILLS

- Human Resources
- Counseling Center
- Employee Assistance Program
- Collective Bargaining Agreement between OUS and SEIU Local 503, OPEU, AFL-CIO, CLC





# LEVELS OF RESPONSIBILITY

- LEVEL I

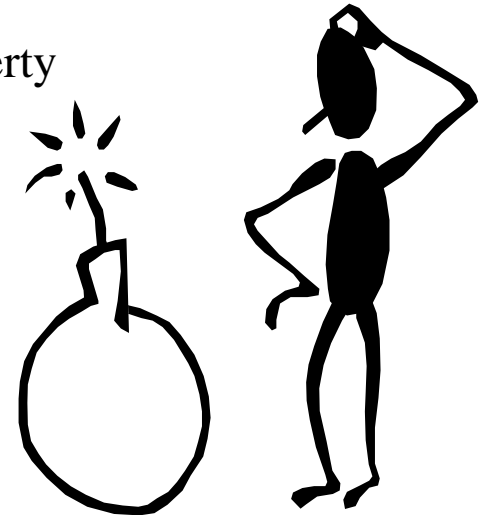
- increasing stress, usually involving negative changes in behavior
- deterioration in work performance
- increasingly unkempt appearance
- alcohol/substance abuse on&off the job
- distress over personal or workplace problems appearing confrontational, argumentative, stressed, anxious, withdrawn, or secretive
- behavior that causes concern over the persons own well-being or that of others



# LEVELS OF RESPONSIBILITY

- LEVEL II

- making veiled threats to cause harm to persons or property
- intimidation of others including staff, students, visitors
- forms a history of violent outburst, loses temper easily
- chronically disgruntled, inflexible
- refusal to take responsibility for actions or problems
- finds fault with others and blames them for mistakes
- deep sense of entitlement
- obsession with weapons and empathy with others who have resorted to violence particularly in the workplace



# LEVELS OF RESPONSIBILITY

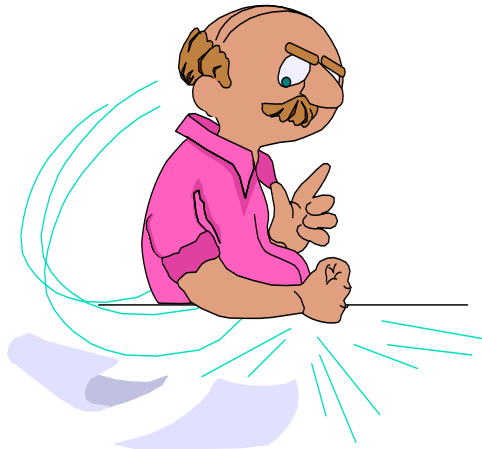
- LEVEL III

- makes blatant threats to harm others or destroy property
- carry a weapon on campus
- engage in aggressive behavior such as verbal abuse, physical “in your face” posturing



# LEVELS OF RESPONSIBILITY

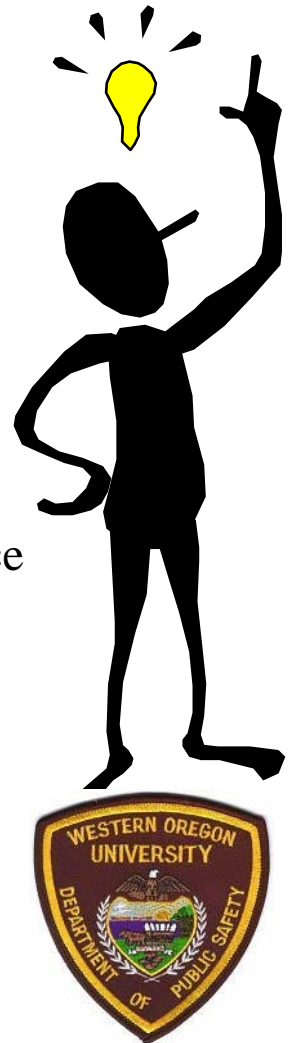
- LEVEL IV
  - VIOLENT TOWARDS OTHERS OR PROPERTY
  - OVERT ACTS OF VIOLENCE; OUT OF CONTROL BEHAVIOR
  - MAY OR MAY NOT USE A WEAPON, CAUSE SERIOUS BODILY INJURY, CAUSE DEATH



# LEVELS OF RESPONSIBILITY

- **SUPERVISORY RESPONSE**

- engage subject in conversation to gain insight into behavior
- carefully offer help
- report concerns to next higher level of administration
- consult with Human Resources and/or Counseling Center (EAP)
- warn those in immediate danger
- call 8-9000 if subject is seriously acting out and request assistance
- get others out of harms way
- DO NOT try to disarm an armed subject
- DOCUMENT, DOCUMENT, DOCUMENT



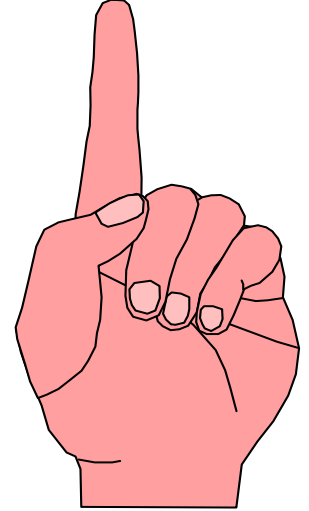
# AFTER THE INCIDENT

- DEBRIEFING

- hold a debriefing session 24 to 72 hours after the incident ends
- debrief staff, students, family
- use professional assistance with the debriefing
- honesty and candor during the debriefing
- help to re-establish a sense of normalcy as soon as possible BUT--  
be on the watch for post-stress traumatic actions



# FINAL THOUGHT



- WE CAN NOT ALWAYS PREVENT VIOLENCE BECAUSE VIOLENT INCIDENTS ARE SOMETIMES UNPREDICTABLE, BUT YOU CAN REDUCE THE RISK BY PLANNING AHEAD AND BEING PREPARED TO ACT SWIFTLY TO DEAL WITH THREATS, INTIMIDATION, AND OTHER DISRUPTIVE BEHAVIOR AT AN EARLY STAGE.



# QUESTIONS AND ANSWERS

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## SUPERVISORS TRAINING

