

Design Document – Workplace Safety & Security: Preparing for Escalating Situations

<p><b>Business Purpose</b></p>	<p>In 2020, the <b>Alliance Insurance</b> company offered employees the option to work remotely from home full time due to the Covid pandemic. 78% of employees opted to work remotely from home. In February of 2023, Alliance Insurance no longer offered the option to work 100% remote. Employees were then provided two options for work locations: a full-time schedule in-office or a hybrid schedule which includes 3 days in-office and 2 days remote.</p> <p>With the return of employees to the office locations, the <b>Alliance Insurance</b> security team has been monitoring potentially dangerous escalating situations and have documented an increase of reported escalating situations by 23%. Examples of escalating situations include employees arguing in public areas, employees threatening others, and employees giving access to office locations to unapproved non-employees.</p> <p>The <b>Alliance Insurance</b> security is requesting a training to review steps in addressing escalation situations.</p>
<p><b>Target Audience</b></p>	<p>All <b>Alliance Insurance</b> employees who are working 100% in-office or working in-office partially due to a hybrid schedule.</p>
<p><b>Training Time</b></p>	<p>20 minutes</p>
<p><b>Training Recommendation</b></p>	<p>All <b>Alliance Insurance</b> employees have access to an office location in the region they are assigned to (regions include East Coast, West Coast, Midwest, Southwest, Mideast, and South); therefore, all employees are required to take this training. Due to employees being geographically dispersed and living in different time zones, an e-Learning course is the best form for delivering this training.</p>
<p><b>Deliverables</b></p>	<ul style="list-style-type: none"> <li>• 1 e-Learning course             <ul style="list-style-type: none"> <li>○ Developed in Articulate Rise</li> <li>○ Includes knowledge checks</li> <li>○ Final Quiz (9 questions, 78% passing)</li> </ul> </li> <li>• Storyboard with script</li> </ul>
<p><b>Learning Objectives</b></p>	<ul style="list-style-type: none"> <li>• Distinguish between physical and verbal signs of an escalating situation.</li> <li>• Define workplace violence.</li> <li>• Recognize 3 methods to defuse an escalating situation.</li> <li>• Identify 3 proactive techniques to stay safe in the workplace.</li> </ul>
<p><b>Training Outline</b></p>	<p><b>Course Description &amp; Objectives</b></p> <ul style="list-style-type: none"> <li>• Purpose of Course</li> <li>• Learning Objectives</li> </ul> <p><b>Topic: Signs of an Escalating Situation</b></p> <ul style="list-style-type: none"> <li>• Explain employee responsibility to report an escalating situation</li> </ul>

- Define workplace violence
- Explain that there are two types of signs to look for:
  - Describe verbal signs
  - Describe physical signs
- *Knowledge Check*: Scenario activity to distinguish between verbal and physical signs

#### **Topic: Defusing an Escalating Situation**

- Explain the importance of deescalating a potentially violent situation.
- Review methods to consider deescalating situation:
  - **Act Accordingly**
    - Check your own emotions and remain calm
  - **Show Respect**
    - Respect the person's personal space and maintain a safe distance.
  - **Listen with Empathy**
    - When listening, be sure to give the person your full attention.
  - Stress the importance of seeking assistance or calling 911 in extreme cases.
- *Knowledge Check*: Scenario activity to review how to defuse an escalating situation

#### **Topic: Avoiding a Potentially Dangerous Situation**

- Explain the importance of being proactive when it comes to one's own safety
- Three actions to consider:
  - **Keep doors locked**
  - **Authorized key usage**
  - **Car keys in hand**
- *Knowledge Check*: Activity to review how to avoid a potentially dangerous situation

#### **Assessment**

#### **Congratulations & Summary**

#### **Things to Remember**

- Review of objectives

<b><i>Assessment Plan</i></b>	<b>3 Knowledge Checks</b>  <b>Final Assessment</b> <ul style="list-style-type: none"><li>• 78% passing on e-learning module assessment</li><li>• Unlimited attempts</li><li>• 9 questions</li></ul>
<b><i>Evaluation of Success</i></b>	<b>Employees will now be able to:</b> <ul style="list-style-type: none"><li>• Distinguish between physical and verbal signs of an escalating situation.</li><li>• Define workplace violence.</li><li>• Recognize 3 methods to defuse an escalating situation.</li><li>• Identify 3 proactive techniques to stay safe in the workplace.</li></ul>