

## Workplace Violence

Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace violence and harassment training is essential to the safety of all employees.

In order to prevent Workplace Violence, it is essential that everyone is able to identify individuals who may be prone to violence. Our workshop will help your participants recognize certain behaviors, and lower the risk of escalated situations. This workshop will help participants identify the warning signs, as well as give them coping and response tools.



### Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: What is Workplace harassment?

- How to Identify
- Costs to your business

#### Module Three: Identifying the Bully

- Abusive Workplace Behaviors
- Bullying and Personality Disorders
- Narcissism

#### Module Four: How to Handle Workplace Violence

- Types of Behavior
- Target the Behavior, Not the Person
- Implement an Action Plan

#### Module Five: Risk Assessment (I)

- Understanding Anger and Aggression
- Defusing & De-escalating Strategies
- Communication Skills
- Tactical Options

#### Module Six: Risk Assessment (II)

- Identifying the Hazard
- Assessing the Risk
- Controlling the Risk
- Evaluating & Review

**Module Seven: Being the Victim**

- What Is Not Considered Bullying
- Steps to take

**Module Eight: Checklist for Employers**

- 4 Step Process
- Addressing all Employees
- Code of Ethics
- Policy and Procedures

**Module Nine: Interview Process**

- Identify a Bully in the Interview Process
- Warning Signs
- Role Play
- Case Study

**Module Ten: Investigation Process**

- Advising your Supervisor
- Lodging the Complaint
- Initial Response
- The Investigation
- The Findings
- Review & Closure

**Module Eleven: Developing a Workplace Harassment Policy**

- Scope
- Philosophy
- Principles
- Intent
- Options
- Informal Complaint Process
- Formal Investigation process

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations