

Facilitator's Guide: Workplace Safety and Security [VILT/ILT]

Target Audience:	Employees across all departments who collaboratively work together and interact directly or indirectly with clients
Learning Objectives:	<ol style="list-style-type: none"> 1. Identify violent workplace behaviors 2. Learn how to respond to an escalating situation 3. Learn how to respond to an active shooter 4. Learn how to prepare for violent situations
Training Purpose:	The purpose of this training is to empower participants to have training to be able to de-escalate a violent situation or have a resource plan in place to avoid potential workplace active shooter.
Materials / Equipment:	<ul style="list-style-type: none"> • Zoom Link • Participation Guide • Information Evaluation in Google Forms • Microsoft PowerPoint Slide Presentation • Padlet Survey Link
Total Time:	Approximately 70 minutes
Link to Presentation Slide Deck:	Presentation Slide Deck
Link to Participant's Guide	Participant's Guide
Link to Quiz Google Form	Information Evaluation Form
Link to Padlet Survey	Workplace Safety and Security Training Survey (padlet.com)

Producer: Pre-Work	Actions
	<ol style="list-style-type: none"> 1. Set-up meeting link and test audio/video/link functionality 2. Set up 4 breakout rooms to allow an even number of participants in each. Can use the same participant groups for all breakouts. (Slide 13 and 21) 3. Enable waiting room in Zoom 4. Record meeting when training begins. This will allow participants to go back and review the materials or for any participants who were unable to join us during the live session.. 5. Allow facilitator control to advance slides and share screen

	<ol style="list-style-type: none"> Break time on Slide 14, 5 minutes. Set the timer to start. Informational Evaluation Assessment slide 25, provide Google form link to participants in the chat. Monitor any technical difficulties. Participants must sign in with their email address to submit the formal graded assessment. Slide 26, provide Padlet survey link in the chat.
	Notes
	<ul style="list-style-type: none"> Responsible for: <ul style="list-style-type: none"> Technical troubleshooting Breakout Rooms Monitor chat and question board YouTube Video link Jamboard link Participant Guide link Quiz Google Form link Padlet survey link

Facilitator: Pre-Work	Actions
	<ol style="list-style-type: none"> This guide was developed for the purposes of delivering this course via Web Online Training, but it can also be used for classroom training with the following considerations: <ol style="list-style-type: none"> Breakout room activities will need to be adapted to fit the classroom environment. Questions will be made directly to learners, rather than by using Online response tools Practice screen sharing with audio and video, Familiarize yourself with the Powerpoint slide deck, facilitator's guide, participant guide, Google Forms, and Zoom Breakout rooms. This session contains breakout room activities, where participants will need to be divided into equal groups. Collaborate with the Producer about whether you feel those groups should be formed a certain way or if the Producer can make them at random. Open the PowerPoint file associated with this guide Share the PowerPoint application and ensure that the Attendees and Chat panels are visible Some key talking points and questions are included in this guide but be prepared to add your own commentary and questions as well. Aim towards generating a response from the learner(s) at least once every five minutes; this will keep learners engaged and will encourage them to follow along closely. Examples of these types of responses have been noted using ASK
	Notes
	<ul style="list-style-type: none"> Log on to Zoom 15 minutes prior to training



- Present cover slide prior to allowing entry




Training Outline

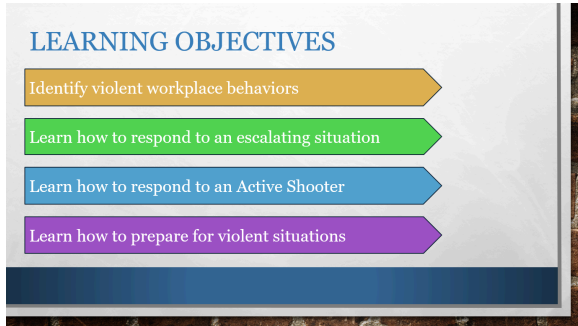

Slide(s)	Approx. Time	Topic / Activity
1-6	5 minutes	Introduction, Ice Breaker, Overview, Ground Rules, and Learning Objectives
7-12	5 minutes	Workplace Violence Behaviors
13	15 minutes	Breakout Activity
14	5 minutes	Break
15-18	5 minutes	Active Shooter
19-21	5 minutes	Mentally Prepare for Violent Situations
22	15 minutes	Breakout Activity
23-26	15 minutes	Open Questions, Summary, Information Evaluation, and Session Wrap-Up
Total Time	70 minutes	

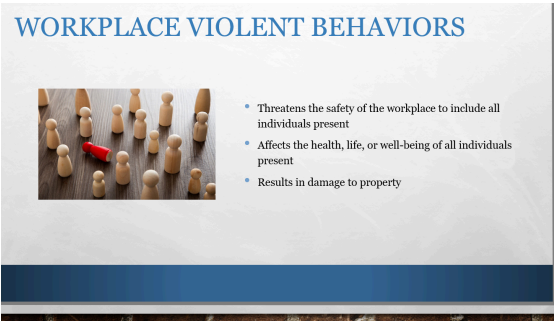
Detailed Guide



Slide Details	Slide Thumbnail	Facilitator Notes	Producer Notes
Slide 1 (1 min)	Title: Workplace Safety and Security Subtitle: Safe work environment	SAY: <ul style="list-style-type: none"> • Welcome to Workplace Safety and Security training • This training is part of an initiative to maintain a positive workplace environment and how to de-escalate violent situations • This training is also provide resource plans in case of an active shooter 	DO: <ul style="list-style-type: none"> • Admit participants as they enter from the waiting room • Check for facilitator readiness SAY: <ul style="list-style-type: none"> • Greet early learners as needed, letting them know the session will


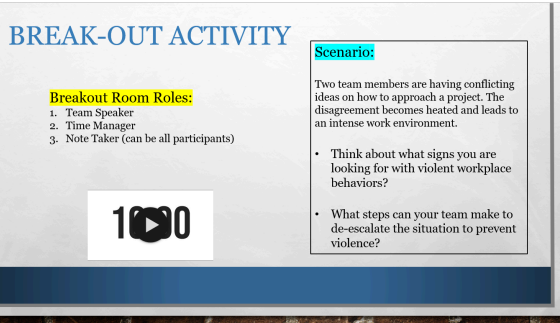
	 <p>A blue and white cover slide for a workplace safety and security session. The text reads 'WORKPLACE SAFETY AND SECURITY' in large blue letters, with 'SAFE WORK ENVIRONMENT' in smaller text below it. A small blue star is at the bottom left.</p>	<p>DO:</p> <ul style="list-style-type: none"> • Present cover slide prior to allowing entry • Welcome learners • Remind learners that the session will be recorded and will be available for them to review after the session is complete 	<p>begin shortly</p> <ul style="list-style-type: none"> • Please remind everyone that they should remain muted unless called upon • Also, to use the raise hand icon if they have questions • Monitor chat and participants for any technical issues
<p>Slide 2 (1 min)</p>	<p>Title: Introductions</p>  <p>An 'INTRODUCTIONS' slide featuring two profiles. On the left is a photo of Kami Houk, labeled 'Kami Houk Facilitator'. On the right is a black silhouette, labeled 'Name Producer'.</p>	<p>SAY:</p> <ul style="list-style-type: none"> • Let's meet the team • I am Kami, and I will be your facilitator today • I am an experienced instructional designer, eLearning developer, and have facilitated virtual training sessions for more than 3 years. • This is our producer ____, and she will be our tech guru throughout today's session • Please feel free to post in the chat at anytime if you need help. ____ will be monitoring and be able to answer • On behalf of both myself and ____, thank you for being here <p>DO:</p> <ul style="list-style-type: none"> • Introduce yourself • Introduce producer 	<p>DO:</p> <ul style="list-style-type: none"> • Say hello with the facilitator introduces you • Monitor chat and participants for technical issues • Admit late participants from the waiting room
<p>Slide 3 (5 min)</p>	<p>Title: Ice Breaker</p>	<p>SAY:</p> <ul style="list-style-type: none"> • Now that you know about your facilitator and producer, please take a moment to let us know where you are and what brought you to this session today • Point out some different responses • Thank you for your responses. We are happy you are here today and 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Admit late participants from the waiting room

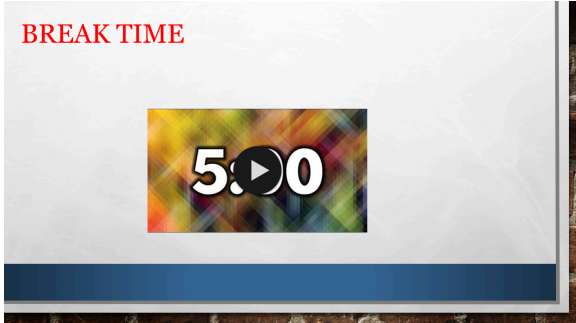

		<p>love the variety of participants from around the United States (World) in attendance today</p> <p>DO:</p> <ul style="list-style-type: none"> • Monitor chat room for response 	
<p>Slide 4 (1 min)</p>	<p>Title: Session Agenda Overview</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • Our training today will be approximately 60 minutes, with a 5 minute breaks built in • For today's session, you will need the participant guide linked in the chat • Please click the link in the chat, and then click to make a copy • Please unmute to let the producer know if you are having any issues accessing the participant's guide <p>DO:</p> <ul style="list-style-type: none"> • Wait 60 seconds for participants to click on the link in the chat and make a copy of the participant's guide 	<p>DO:</p> <ul style="list-style-type: none"> • Post participant's guide link in the chat when facilitator references the guide • Monitor chat and participants for technical issues
<p>Slide 5 (1 min)</p>	<p>Title: Ground Rules</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • Review some quick ground rules before we begin • Because we may be sharing personal information today, please respect another • Be present and active • Please work collaboratively in discussions and in breakout rooms • Please keep your microphone on mute unless speaking • Use chat if you are having any 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues




		<ul style="list-style-type: none"> technical difficulties Please keep your camera on for active participation Any questions <p>DO:</p> <ul style="list-style-type: none"> Answer any questions about ground rules 	
Slide 6 (1 min)	<p>Title: Learning Objectives</p> 	<p>SAY:</p> <ul style="list-style-type: none"> In today's session, we will focus on these learning objectives <p>DO:</p> <ul style="list-style-type: none"> Read the objectives 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues
Slide 7 (1 min)	<p>Title: Workplace Violent Behaviors Subtitle: Identify the warning signs</p> 	<p>SAY:</p> <ul style="list-style-type: none"> First topic in today's session is workplace violent behaviors We will define what violent behaviors mean and how to identify the warning signs <p>DO:</p> <ul style="list-style-type: none"> Guide participants to page in their participant's guide 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues
Slide 8 (1 min)	<p>Title: Workplace Violent Behaviors</p>	<p>SAY:</p> <ul style="list-style-type: none"> To identify workplace violent behaviors, it is best to understand how often this may occur According to the American Psychological Association, approximately 20% of employees 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues


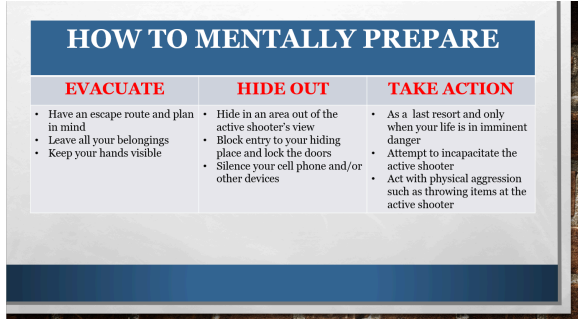
	<div><div>WORKPLACE VIOLENT BEHAVIORS</div><div></div></div>	<p>have encountered violence or harassment at their workplace</p> <ul style="list-style-type: none">• To identify workplace violent behaviors, it is any situation that can affect the health, life, or well-being of employees. This can include a toxic work environment, emotional burnout, exhaustion, irritability with coworkers and/or customers and so forth• It could also result in damage to property <p>DO:</p> <ul style="list-style-type: none">• Give participants time to take notes					
<div>Slide 9 (2 min)</div>	<div><div>Title: What to look for?</div><div><div>What to look for?</div><table><tr><th>Verbal Cues</th><th>Physical Cues</th></tr><tr><td><ul style="list-style-type: none">• Raised voice• Angry tone• Unreasonable demands and statements• Confused thinking</td><td><ul style="list-style-type: none">• Finger tapping• Frequent changing positions• Watching the clock• Clenching fists</td></tr></table></div></div>	Verbal Cues	Physical Cues	<ul style="list-style-type: none">• Raised voice• Angry tone• Unreasonable demands and statements• Confused thinking	<ul style="list-style-type: none">• Finger tapping• Frequent changing positions• Watching the clock• Clenching fists	<p>SAY:</p> <ul style="list-style-type: none">• Warning signs can be verbal cues, physical cues, or both• Some verbal cues included raised voices, angry tone, unreasonable demands or statements• You might also notice confused thinking or talking out loud that is difficult to understand• Physical cues include tightening of fists, fidgeting or finger tapping, unsettled posture changes, or focusing more on objects around them <p>ASK:</p> <ul style="list-style-type: none">• What might be some additional cues that you could look for? You may post in the chat <p>DO:</p> <ul style="list-style-type: none">• Check chat for any additional comments, discussions, or questions• Allow participants a minute or two to take notes from this slide	<p>DO:</p> <ul style="list-style-type: none">• Monitor chat and participants for technical issues•
Verbal Cues	Physical Cues						
<ul style="list-style-type: none">• Raised voice• Angry tone• Unreasonable demands and statements• Confused thinking	<ul style="list-style-type: none">• Finger tapping• Frequent changing positions• Watching the clock• Clenching fists						


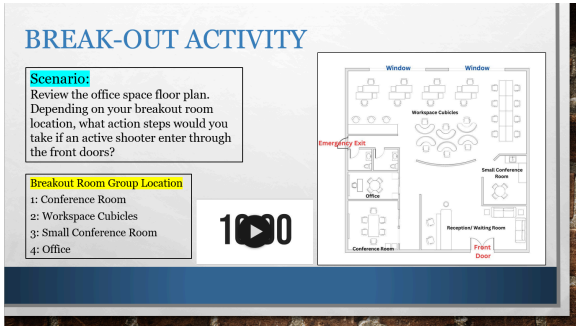
<p>Slide 10 (1 min)</p>	<p>Title: Escalating Behavior</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • Escalating behavior generally begins with a person who is irritated or frustrated about a situation. • This situation could be brought in with them from outside conflict behavior or issues that have yet to be resolved to their liking. • It can either build slowly or increase rapidly to violence • In the next slide, we will discuss de-escalating steps. 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Prepare 10 minute breakout rooms (Slide 14)
<p>Slide 11 (1 min)</p>	<p>Title: De-escalating Steps</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • To try to de-escalate a situation, you must remain calm and focus on the situation. Avoid making it personal for you and reacting in an aggressive or agitated manner • Listen, stay calm, and keep a respectful distance from you and the person • Acknowledge what they are saying to show you are listening • Make connections to show they are not alone <p>ASK:</p> <ul style="list-style-type: none"> • In the chat, list another de-escalating step you might use? 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Prepare 10 minute breakout rooms (Slide 14)
<p>Slide 12 (1 min)</p>	<p>Title: Employee Responsibility</p>	<p>SAY:</p> <ul style="list-style-type: none"> • Maintaining a positive and friendly work environment is the responsibility of all employees • If you notice potential threats, you must report it in effort to prevent a violent act from occurring • You may have heard "It takes a village," and this applies to your workplace environment as well 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues



	 <p>EMPLOYEE RESPONSIBILITY</p> <p>Security is everyone's responsibility</p> <p>Employees are responsible to report any potentially violent situation in an effort to prevent a violent act from occurring.</p>		
<p>Slide 13 (15 min)</p>	<p>Title: Breakout Activity</p>  <p>BREAK-OUT ACTIVITY</p> <p>Breakout Room Roles:</p> <ol style="list-style-type: none"> 1. Team Speaker 2. Time Manager 3. Note Taker (can be all participants) <p>Scenario:</p> <p>Two team members are having conflicting ideas on how to approach a project. The disagreement becomes heated and leads to an intense work environment.</p> <ul style="list-style-type: none"> • Think about what signs you are looking for with violent workplace behaviors? • What steps can your team make to de-escalate the situation to prevent violence? <p>10:00</p>	<p>SAY:</p> <ul style="list-style-type: none"> • We will be opening breakout rooms shortly. You have been randomly selected to a room by the producer • If you have any technical difficulties, please let the producer know by either coming off mute or typing in chat • I encourage you to use breakout room roles listed on the slide and in your guide to stay on track and monitor the 10 minute timer • Use your participants' guide to take notes discussed in your group • When we return from the breakout rooms, team speaker will share their group discussion • The topic for this breakout room is a scenario where two team members are having conflicting ideas on how to approach the project and it becomes a heated argument and intense environment. Discuss in your group what signs of violent workplace behaviors you might notice and what steps your team would take to de-escalate the situation <p>DO:</p>	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Open breakout rooms immediately when facilitator is done speaking


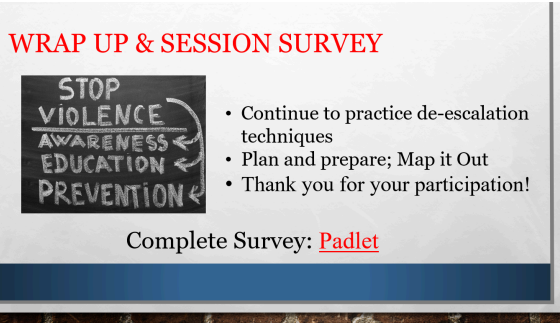
		<ul style="list-style-type: none"> • Direct participants to the participant guide • Encourage them to use the criteria in the guide 	
Slide 14 (5 min)	Title: Break Time 	SAY: <ul style="list-style-type: none"> • Thank you everyone for your participation • We will take a 5 minute break. • Please feel free to turn off your camera, stretch, eat a snack, get more coffee, or take a restroom break • Ask any questions you may have • We will see you back in 10 minutes DO: <ul style="list-style-type: none"> • Start the 5 minute timer • Monitor the timer and move on after 5 minutes 	DO: <ul style="list-style-type: none"> • Monitor chat and participants for technical issues
Slide 15 (1 min)	Title: Active Shooter Subtitle: Reaction Plan 	SAY: <ul style="list-style-type: none"> • Active shooters are a serious threat to the workplace environment • In the next few slides, we are going to identify what an active shooter is, review action plans in case an active shooter enters your workplace ASK: <ul style="list-style-type: none"> • In the chat, what percentage of workplace violent acts are because of former employees? (Answer: 34%) DO: <ul style="list-style-type: none"> • Guide participants to page in their participant's guide 	DO: <ul style="list-style-type: none"> • Monitor chat and participants for technical issues
Slide 16 (1 min)	Title: Active Shooter	SAY: <ul style="list-style-type: none"> • An active shooter is an individual who actively engages and 	DO: <ul style="list-style-type: none"> • Monitor chat and participants for

	<p>ACTIVE SHOOTER</p> <p>An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.</p> 	<p>threatens to kill others</p> <ul style="list-style-type: none"> You may or may not know this person or why they chose the location to inflict harm. Oftentimes the active shooter chooses locations based on previous planned visits, a populated event, or a current/previous workplace. Most often, active shooters use firearms, but have been known to use other weapons 	<p>technical issues</p>
<p>Slide 17 (1 min)</p>	<p>Title: Active Shooter Response Plan</p> <p>ACTIVE SHOOTER RESPONSE PLAN</p> <ul style="list-style-type: none"> Issue a security alert Create distance between you and the threat Find barriers to prevent or slow down the shooter from getting to you Turn off lights and silence your phones Remain out of sight Leave your belongings behind Observe your surroundings and evacuate if possible 	<p>SAY:</p> <ul style="list-style-type: none"> How you respond to an active shooter is a life or death decision Focus on your safety first If possible, issue a security alert Run if you can exit and go to a safe place Hide and barricade if possible. Silence your phone and turn off lights Leave your belongings. <p>DO:</p> <ul style="list-style-type: none"> Allow participants a minute or two to take notes from this slide 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues
<p>Slide 18 (1 min)</p>	<p>Title: Law Enforcement arrives</p> <p>REACTION PLAN WHEN LAW ENFORCEMENT ARRIVES</p> <ul style="list-style-type: none"> Remain calm and follow instructions Put down any items in your hands Immediately raise hands Keep hands visible at all times Avoid quick movements towards officers Do not stop to ask questions Avoid yelling or screaming 	<p>SAY:</p> <ul style="list-style-type: none"> Reaction plan for when Law Enforcement arrives Stay focus, calm, and follow instructions Keep quiet, hands visible, and avoid sudden movements Do not distract Law Enforcement by asking them questions or yelling/screaming <p>DO:</p> <ul style="list-style-type: none"> Allow participants a minute or two to take notes from this slide 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues

<p>Slide 19 (1 min)</p>	<p>Title: Violent Situations Subtitle: How do you mentally prepare?</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • Best method to staying focus and ensuring safety in violent situations, is to mentally prepare for a potential workplace threat <p>DO:</p> <ul style="list-style-type: none"> • Guide participants to page in their participant's guide 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues
<p>Slide 20 (1 min)</p>	<p>Title: How to Mentally Prepare</p> 	<p>SAY:</p> <ul style="list-style-type: none"> • RUN, HIDE, FIGHT • Evacuate: look for a way to get out • Hide Out: If escape routes are blocked, find barriers to keep between you and the active shooter. Stay out of sight • Take action: If you can't escape and your hiding place is compromised, take action • If possible, coordinate with others to plan quick action to subdue the attacker. Use a fight option to defend by grabbing the gun/weapon, hitting the attacker on the head with a blunt object, and attacking the legs • Take action means you are making the decision to defend yourself and others <p>DO:</p> <ul style="list-style-type: none"> • Allow participants a minute or two to take notes from this slide 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Prepare 10 minute breakout rooms (Slide 26)
<p>Slide 21 (1 min)</p>	<p>Title: Workplace Safety and Security</p>	<p>SAY:</p> <ul style="list-style-type: none"> • Plan a course of action to ensure your safety 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for

	<p>WORKPLACE SAFETY AND SECURITY</p> <p>To ensure your safety when confronted with an active shooter, remember the following guidelines</p> <ul style="list-style-type: none"> • Be aware of your environment and possible dangers • Take note of the two nearest exits • If you are in your office, stay there and secure the door • As a last resort, attempt to take the active shooter down 	<ul style="list-style-type: none"> • Take note of exits or safe places to hide • Take note of ways to barricade yourself and secure doors • Always the the final option is to fight back <p>DO:</p> <ul style="list-style-type: none"> • Allow participants a minute or two to take notes from this slide 	<ul style="list-style-type: none"> • technical issues • Prepare 10 minute breakout rooms (Slide 26)
<p>Slide 22 (15 min)</p>	<p>Title: Break-out Activity</p>  <p>BREAK-OUT ACTIVITY</p> <p>Scenario: Review the office space floor plan. Depending on your breakout room location, what action steps would you take if an active shooter enter through the front doors?</p> <p>Breakout Room Group Location</p> <ol style="list-style-type: none"> 1: Conference Room 2: Workspace Cubicles 3: Small Conference Room 4: Office <p>1000</p> <p>The floor plan diagram shows an office layout with labels: Windows, Workspace Cubicles, Emergency Exit, Small Conference Room, Conference Room, Reception/Waiting Room, and Front Door.</p>	<p>SAY:</p> <ul style="list-style-type: none"> • We will be opening breakout rooms shortly. You may or may not be in the same breakout room as before • If you have any technical difficulties, please let the producer know by either coming off mute or typing in chat. • I encourage you to use breakout room roles as before and in your guide to stay on track and monitor the 10 minute timer. • Use your participants' guide to take notes discussed in your group • When we return from the breakout rooms, team speaker will share their group discussion. • The topic for this breakout room is a scenario with an image of an office floor plan. Depending on your breakout room location, what action steps would your team take if an active shooter enters through the front door? • If you are in Breakout room 1 , your location is the conference room • Breakout room 2, your location is workspace Cubicles • Breakout room 3, your location is small conference room 	<p>DO:</p> <ul style="list-style-type: none"> • Monitor chat and participants for technical issues • Open breakout rooms immediately when facilitator is done speaking

		<ul style="list-style-type: none"> Breakout room 4, your location is the office. <p>DO:</p> <ul style="list-style-type: none"> Direct participants to the participant guide Encourage them to use the criteria in the guide 	
<p>Slide 23 (10 min)</p>	<p>Title: Any questions?</p> 	<p>SAY:</p> <ul style="list-style-type: none"> We will take a few minutes to answer any additional questions you may have You can either write your question in the question bar or even the chat bar. You may use the raise hand option or unmute to ask a question <p>ASK:</p> <ul style="list-style-type: none"> What were some key takeaways from today's session? <p>DO:</p> <ul style="list-style-type: none"> Check chat and question bar for any questions 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues Check chat and question bar for any questions to assist the facilitator
<p>Slide 24 (1 min)</p>	<p>Title: Summary</p> 	<p>SAY:</p> <ul style="list-style-type: none"> Thank you everyone for all the great questions and discussions. In this training, we covered... <p>DO:</p> <ul style="list-style-type: none"> Read objectives 	<p>DO:</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues
<p>Slide 25 (5 min)</p>	<p>Title: Graded Assessment</p>	<p>SAY:</p> <ul style="list-style-type: none"> We are now going to take a quick 6 	<p>DO:</p> <ul style="list-style-type: none"> Post Quiz Google

		<p>question information evaluation quiz in Google forms</p> <ul style="list-style-type: none"> You will have 5 minutes to complete This evaluation is more to see what knowledge you have gained from today's training. If you have any trouble with the Google form, please send a message to the producer in chat or turn your mic on. <p>DO:</p> <ul style="list-style-type: none"> Direct participants to quiz link in the chat 	<p>Form link in the chat when facilitator references the quiz</p> <ul style="list-style-type: none"> Monitor chat and participants for technical issues
<p>Slide 26 (1 min)</p>	<p>Title: Wrap Up and Session Survey</p> 	<p>SAY:</p> <ul style="list-style-type: none"> Thank you for a wonderful training session today This session gave you tools and techniques on how to prevent or reduce violent situations, as well as, guidance on what to do when there is an active shooter Please keep and use your participant guide for reference We would also appreciate you taking a few minutes of your time to fill out a survey on today's session I will be happy to stay on for a few more minutes if anyone has additional questions they might like to ask If not, thank you for your participation in today's session and I wish everyone a positive workplace environment <p>DO:</p> <ul style="list-style-type: none"> Encourage participants to ensure they know what to do and how to 	<p>DO:</p> <ul style="list-style-type: none"> Post padlet survey link in the chat when facilitator references the survey Monitor chat and participants for technical issues

		plan for a potential violent workplace situation	
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