

WELCOME – STEP 1

1. Welcome to the June Safety Toolkit – Workplace Violence and Harassment. You play an important role in the health and safety across the company, and we thank you for your contribution! Without your focus and dedication to making safety a priority, our people would suffer, our clients would suffer, and our families would suffer. We hope you find the safety tools provided in this Toolkit and in Toolkits like this in the coming months as just some of the many resources afforded to you to communicate Workplace Violence and Harassment. As always, the work you do matters, and we are so grateful to have you on the team!

HOW TO USE THIS SAFETY TOOLKIT

1. Supervisor/Lead Script – Start Here! Way to go! Now keep reading and you'll be all set. This script sets you up for success.
2. Supervisor/Lead PowerPoint – Use this as a training moment for your team. Everything you need to know and communicate for each slide is contained in this script! Skip ahead if you are ready to give this training to your team. It's always a good time to learn about Workplace Violence and Harassment. The presentation should last about 45 minutes depending on group participation.
3. Teaching Tool – We have included a Workplace Violence and Harassment Quiz and Answer Key to test your knowledge.
4. Site Communication Poster – A PDF version of the monthly infographic if you would like to display it at your workplace.
5. Sign-In Sheets – Please complete this form when completing Workplace Violence and Harassment training and turn-in to the appropriate point of contact as a record of training.
6. What's next? – Use this QR code for yourself AND share it amongst everyone on your team for additional safety resources based on the theme of Workplace Violence and Harassment. Look for Interactive resources, recommendations for phone apps, checklists, handouts, and more. Check it out!



SUPERVISOR/LEAD POWERPOINT SCRIPT – STEP 2

NOTES ON THESE SLIDES:

- KLP: Key Learning Point (objective of the slide)
- F: Facilitator

Slide 1: Title Page (30 Seconds)

KLP: You set the tone. If you believe safety is important, the audience will believe safety is important.

The facilitator opens the session by welcoming everybody to the training and noting the monthly focus – Workplace Violence and Harassment.

F: Today's task is to attend training on Workplace Violence and Harassment. Cell phones should be turned off or silenced during this training. If you need to take a call, please go to (designated area), take the call, and return as soon as possible. {Address any other important announcements or business now.}

Slide 2: Housekeeping (1 Minutes)

KLP: Opportunity for a HSE (Health Safety and Environmental) Moment

F: Prior to training, determine if any fire drills are planned and the response expected from the facility and muster points if alarms should go off. It is important to remind employees that should

they need to leave the location at any time, they should inform the Facilitator because, in the event of a fire incident, we need to know their whereabouts. This is an opportunity right at the start of the day to brief the employees on HSE procedures in general for the running of the training course. [If your job site is outdoors, do not overlook this safety moment. Adjust the plan in the event of a job site fire.]

F: Hello Team, I have verified with the HSE department and have confirmed that there are no Fire Drills or Emergency Drills scheduled for today. If we hear an alarm, we will follow site protocol for emergency response.

F: {Point out the fire exits and muster point}

F: Once we are at the muster points, we will do a role call to account for all attendees.

Slide 3: Presenter (2 Minutes) & Introductions (5 Minutes)

F: {This is your moment! This is a chance to visibly “Walk the Talk”}

Share:

- Your personal experience of safety and impact on the company.
- Importance of making the most of this opportunity to think about the importance of HSE and discuss with employees.
- Appreciate that you are a leader and that you make an impact.
- Importance of taking personal responsibility to make a positive impact.
- You get out of this training what you put into it.
- HSE matters to our company.
- The safety program is going to help people feel empowered and take the initiative to improve their own HSE performance through proactive attitudes and behaviors.

You may wish to share:

- A story of your experience in the safety program and how it has changed the way in which you behave.
- Some lessons learned from an incident when you have been involved in the investigation, highlighting the devastating impact that accidents have on people’s lives, or you can describe your experience of being involved in an environmental incident.

How did this affect the company, and more importantly, affect the lives of others not working for the company?

F: Go around the room and ask everyone to give their name and what their position is. {Wait for their responses, smile, and nod as they participate. Be careful about timing here---if you ask an additional intro question of the participants and give a long-winded answer yourself, your participants will follow with long stories/explanations, and you can accidentally take up a lot of time.}

Slide 4: Why am I here? (1 Minute)

F: Each one of us is the last line of defense to protect workers from injury or the environment from damage, should management systems and collective protections fail. Supervisors and workers are the KEY to HSE. We can promote or destroy the HSE climate through our own behavior and how other workers perceive it.

F: Supervisors and workers are responsible for enforcing safety rules. Regardless of our position, employment status, or background, everyone is responsible for HSE, and everyone can be a HSE leader by demonstrating positive attitudes and behavior.

Slide 5: Workplace Violence (2 Minutes)

F: OSHA defines workplace violence as “any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.”

F: Workplace violence can present itself in several ways and can range from threats and verbal abuse to physical assault and even homicide. Workplace violence can include but is not limited to:

- Threats or obscene phone calls
- Beatings
- Shootings
- Harassment of any nature
- Following others
- Shouting and swearing at others

F: The workplace is not just limited to the main work office; it can include parking lots, field locations, and can include while traveling to and from work assignments. For some occupations, it can include the patient or customers’ home that the work is taking place at.

F: According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 5,333 fatal workplace injuries that occurred in the United States in 2019, 761 were cases of intentional injury by another person.

<https://www.osha.gov/workplace-violence>

Slide 6: Workers at Risk (2 Minutes)

F: Workplace violence and harassment is not limited to one occupation or industry. A 2014 Workplace Bullying Institute survey shows that 27% of Americans have suffered serious bullying and abusive conduct at work (defined as repeated abusive conduct that is threatening, intimidating, humiliating, work sabotage or work abuse),”

F: Work factors that can increase the risk of work violence can include:

- Exchanging money with the public
- Working with volatile, unstable people
- Working alone in isolated areas
- Providing services and care
- Working where alcohol is served
- The time of day and location of the work, such as working late at night or in areas with high crime rates

F: Some occupations with an increased risk of work violence can include delivery drivers, healthcare professionals, public service workers, customer service agents, and law enforcement personnel.

(Beth P. Zoller, legal editor for XpertHR as cited in Workers' Compensation Report, Vol. 25, No. 10, April 8, 2014.)

<https://www.osha.gov/workplace-violence>

Slide 7: Risk Signals (1 Minute)

F: There are several risk signals that can lead to violence or harassment that managers, supervisors, and employees alike should be aware of.

F: Some possible risk signals to watch for in the workplace may include:

- Verbally expressed anger or frustration
- Body language and/or threatening gestures
- Signs of alcohol or substance abuse
- The presence of a weapon such as a knife or firearm.

F: If any of the above behaviors are witnessed, it is important to report it to your supervisor as soon as possible.

Slide 8: Assault (1 Minute)

F: Assaults can arise in the form of either physical assault or verbal assault.

F: Physical assault is the illegal act of causing physical harm or unwanted physical contact to another person, or, in some legal definitions, the threat or attempt to do so. Physical assault can include actions such as hitting, slapping, punching, pushing, poking, and kicking.

F: Verbal assault involves using threatening language or engaging in verbal conduct that causes the victim to fear imminent bodily harm or physical contact.

Slide 9: Harassment (1 Minute)

F: Harassment is unwelcome conduct based on race, color, religion, sex (including pregnancy), national origin, age, disability or genetic information.

F: Harassment becomes unlawful where:
enduring the offensive conduct becomes a condition of continued employment, or
the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

F: Harassment takes many forms, some with which we may be familiar and those with which we're not-so-familiar. Harassment in the workplace can include:

- Sexual Harassment
- Quid Pro Quo Harassment
- Creating a hostile Work Environment
- Third-party Harassment

[\(<https://www.eeoc.gov/harassment>\)](https://www.eeoc.gov/harassment)

Slide 10: Types of Harassment (4 Minutes)

F: Let's take a deeper look at each type of harassment and how it can affect the workplace.

F: Sexual Harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature.

F: Quid Pro Quo Harassment is based around power dynamics. Examples of Quid Pro Quo harassment can include a supervisor threatening an employee's integrity or exchanging a favor for a promotion or to prevent from being fired.

F: Third-party Harassment is a type of harassment done by any individual who is not a worker in a company. This can happen when a non-worker harasses an employee in a given work setting. This can include clients, vendors, customers, or independent contractors.

F: A Hostile Work Environment is something that is created either by a boss or coworker, typically by engaging in spreading rumors, lies, and false statements to attack others' competence, integrity and/or personal life. Hostile work environments also can be contributed to from bullying, degrading comments, sexual propositions or touching, or vulgar language.

F: Offensive conduct can include behaviors such as speaking openly about a subject or topic that can facilitate an offensive environment for others. For example, a group of employees is openly talking with each other about their sex lives in the presence of another employee that feels uncomfortable about the topic.

F: Offensive conduct can also include, but is not limited to:

- Offensive jokes
- Slurs
- Epithets or name calling
- Physical assaults or threats
- Intimidation
- Ridicule or mockery
- Insults or put-downs
- Offensive objects or pictures

[\(<https://www.eeoc.gov/harassment>\)](https://www.eeoc.gov/harassment)

[\(<https://www.eeoc.gov/sexual-harassment>\)](https://www.eeoc.gov/sexual-harassment)

Slide 11: Impact on Employees (1 Minute)

F: Violence and harassment in the workplace can have a massively negative impact on workers' emotional wellbeing and work performance.

F: Hostile work environments cause unnecessary stress to employees and invokes the fear of losing their job or being hurt at work.

F: Hostile work environments lead employees to withdraw from the workplace and avoid interacting with others.

Slide 12: Prevention (1 Minute)

F: Employers should set clear expectations that workplace violence and harassment are not tolerated.

F: Employers should establish a clear path for reporting violence and harassment, including a process for reporting members of management should the supervisor be accused. When inappropriate behavior is reported, employers should take immediate steps to stop the behavior.

F: Employers should also assess their worksites and identify methods for reducing the likelihood of violence, such as implementing engineering and/or administrative controls.

Slide 13: Engineering Control (1 Minute)

F: Engineering controls are physical changes to the workplace that isolate workers from hazards.

F: Some engineering controls that can be implemented that can reduce injuries caused from workplace violence are:

- Installing security cameras in high-risk areas
- Installing alarm systems or other security devices
- Installing metal detectors to pick up on weapons or other metal contraband
- Establish safe rooms to use during emergencies
- Installing bullet-resistant glass around reception area or around cash registers

Slide 14: Administrative Controls (2 Minutes)

F: Administrative controls are changes in work procedures to reduce the duration, frequency, and severity of exposure to hazardous situations. These are things like policies and procedure that set expectations for employees and clarity on the company's processes.

F: Implementing and communicating a Zero-Tolerance Policy that applies to the entire organization, establishing an effective complaint or grievance process, and providing anti-harassment training to managers and employees are effective administrative controls that can help reduce the likelihood of assault from occurring.

Slide 15: TITLE (1:42 Minute)

VIDEO – 1:42 Min

(Click play to play clip)

Slide 16: One Team

F: Questions?

