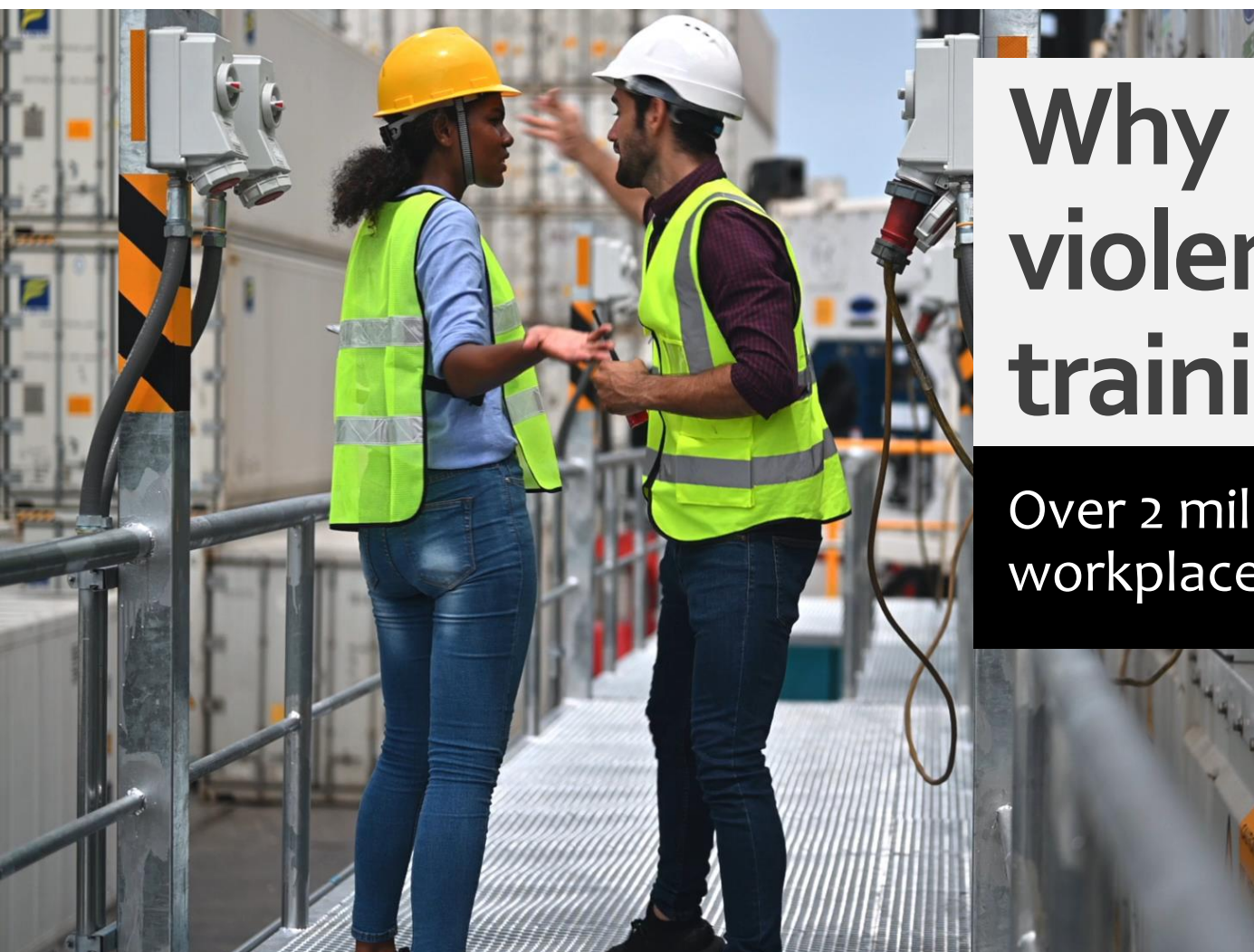




Workplace Violence Prevention Training

Presented by INFINIUM HR



Why is workplace violence prevention training important?

Over 2 million Americans are victims of workplace violence each year

The Bureau of Labor Statistics reports that this number has increased over the past few years.

Training Objectives

Those who complete this training will gain an understanding of the following information:

An overview of workplace violence

Risk factors and types of workplace violence

Recognizing signs of workplace violence

Responding to threats of violence

Prevention methods and controls

The company's Workplace Violence Prevention Plan

You will complete a quiz at the end of the training

An Overview of Workplace Violence

Workplace violence is defined as an act of aggression or a threat of physical violence against workers on the job.

Public awareness of workplace violence has significantly increased in recent years due to several key factors. One primary reason is the rise in high-profile incidents that have garnered extensive media coverage, highlighting the devastating impact of such events on individuals and organizations. These incidents have brought workplace violence to the forefront of public consciousness, prompting discussions about the need for better safety measures and preventive strategies.

As society becomes more attuned to the importance of creating safe and supportive work environments, there is a growing recognition of the risks associated with workplace violence. This shift is also driven by legislative changes, such as California's SB 553, which mandates comprehensive workplace violence prevention plans.

Public Awareness

Several government agencies have attempted to raise awareness on how companies can properly prevent workplace violence.

CRIME SCENE DO NOT CROSS

A photograph of a long, empty office hallway with grey carpeting and white walls. Yellow crime scene tape with the words "CRIME SCENE DO NOT CROSS" is stretched across the hallway, creating a diagonal barrier. The tape is repeated twice, overlapping itself.

Workplace Violence Defined

Workplace violence is officially defined as any aggression or the threat of violence against employees.

This includes:

Threats and Verbal Abuse

Physical Assault

Homicide

Workplace violence can occur at any time and at any place, and is currently one of the **leading cause of job-related deaths**



State Compliance Mandate

CA SB 553 Workplace Violence Prevention Act of 2024



CA SB 553 – Workplace Violence Prevention Act

- SB 553, or the Workplace Violence Prevention Act, targets most employers, especially those in high-risk industries like healthcare, construction, retail, and education.
- Covered employers are required to conduct risk assessments to identify potential workplace violence hazards.
- The law mandates the development and implementation of violence prevention plans tailored to specific workplace risks.
- Employers must provide comprehensive training to employees on recognizing, responding to, and reporting potential threats of workplace violence.
- SB 553 also stipulates procedures for reporting and investigating incidents of workplace violence, aiming to ensure timely and effective resolution.
- Employers are obligated to maintain records of workplace violence incidents and offer employees access to resources and support services to address related concerns.

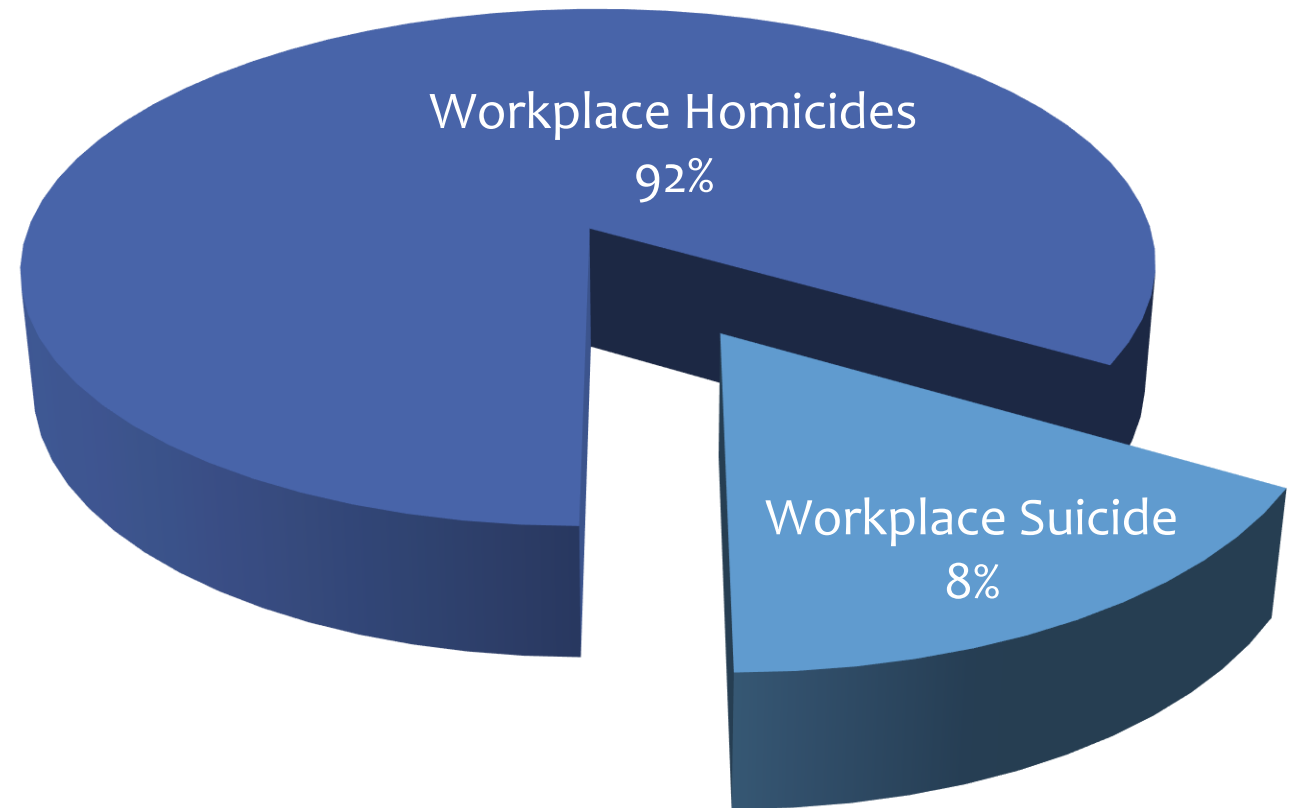
How Big Is the Issue?

Around 15% of all job-related deaths involve workplace violence

92% of these deaths are workplace homicides

8% are workplace suicides

Workplace violence is the leading cause of death for **women** in the workplace



What You Need to Know

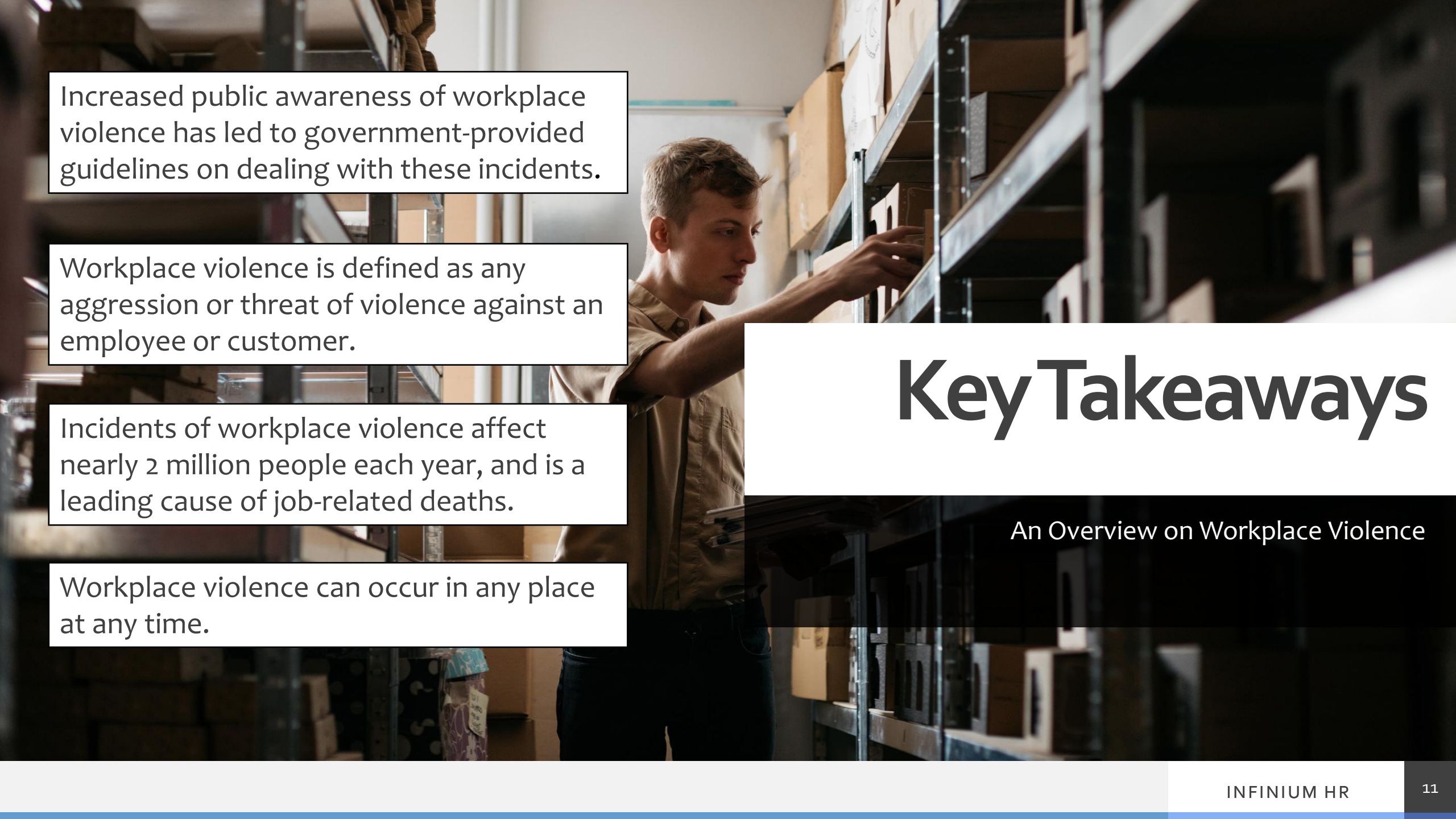
Risk factors and
types of workplace
violence

How to prevent
workplace violence



How to recognize
potentially violent
behavior

How to respond to
threats or acts of
violence

A man in a light-colored short-sleeved shirt and dark pants is standing in a warehouse, reaching up to a high metal shelf to place or retrieve a cardboard box. The shelves are filled with many boxes, and the background is slightly blurred, emphasizing the man and his action.

Increased public awareness of workplace violence has led to government-provided guidelines on dealing with these incidents.

Workplace violence is defined as any aggression or threat of violence against an employee or customer.

Incidents of workplace violence affect nearly 2 million people each year, and is a leading cause of job-related deaths.

Workplace violence can occur in any place at any time.

Key Takeaways

An Overview on Workplace Violence



Workplace Violence Types and Risks

Workplace violence is defined as an act of aggression or a threat of physical violence against workers on the job.

Who Is at Risk?

Jobs that involve any of the following factors are at increased risk of experiencing an incident of workplace violence:

- Contact with the public
- Delivery of goods or services
- Exchanging of money



Other Risk Factors

Other high-risk factors include jobs that frequently involve:

- Working alone or in small numbers
- Guarding valuable property or possessions
- Working late at night or early in the morning
- Working with unstable or volatile individuals (i.e. healthcare, criminal justice or counseling)
- Working in high-crime areas
- Working in community-based settings



Types of Workplace Violence

There are five main types of violence to look out for in the workplace:

Customer/Client

Worker to
Worker

Criminal Intent

Domestic
Violence

Ideological
Violence



Customer/Client

Assaults on an employee by customers, clients, patients, or other patrons.

These assaults are usually committed against employees performing their normal duties and are very prominent in the healthcare industry.



Worker to Worker

Violence against employees committed by other current or past employees.

This type of violence is often caused by an employee seeking revenge on another member of their organization because of perceived **unfair treatment**.



Criminal Intent

Violent acts committed by criminals.

This type of workplace violence is committed by someone outside the organization and usually motivated by theft.

A man with short dark hair and a light beard, wearing a teal zip-up hoodie over a white t-shirt, is sitting in a classroom. He is looking slightly to his right with a serious expression. In the background, there are blurred figures of other people and a yellow bulletin board.

Domestic Violence

Violent acts committed against an employee by an acquaintance.

This type of violence occurs when a person known to the victim and commits the act in the workplace. Women are usually the victim.



Ideological Violence

Violent acts committed for political or ideological reasons.

This category of violence is mainly perpetrated by extremists who believe their actions are justified through their religious or political beliefs.

Jobs with certain characteristics may place employees at a higher risk of experiencing workplace violence.

Criminal Intent incidents are violent acts committed by individuals with no ties to the workplace.

Customer/Client incidents occur when a patron receiving a service assaults an employee.

Worker to Worker cases involve violence against an employee by a past or current coworker.

Ideological Violence involves an attack motivated by religious, political, or other personal beliefs

Domestic Violence incidents consist of a violent act committed at the workplace by anyone with a personal relationship to the attacked employee

Key Takeaways

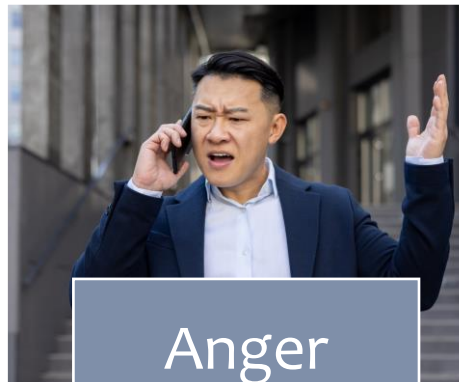
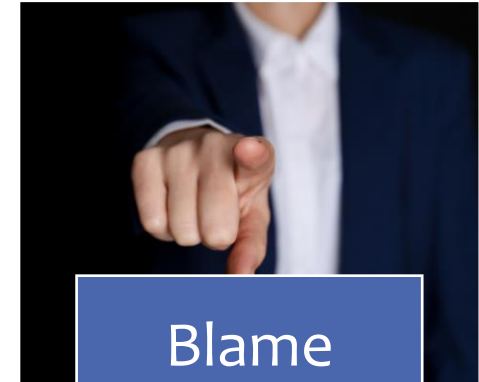
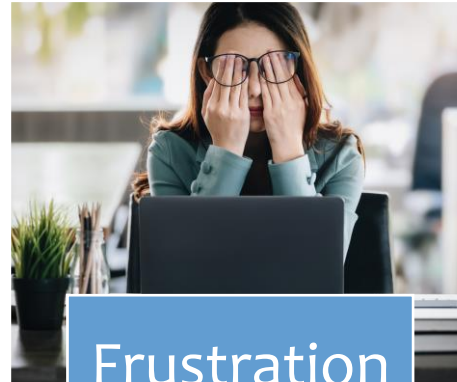
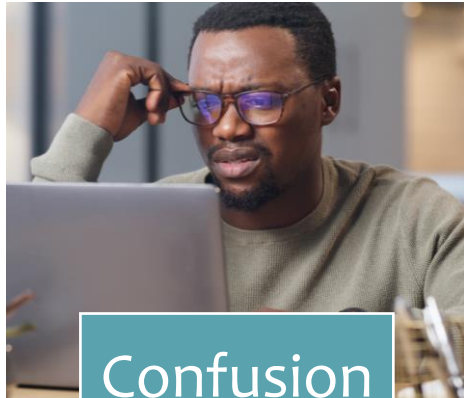
Risk Factors and Types of Workplace Violence

Recognizing Signs of Potentially Violent Behavior

Learning how to recognize and defuse potentially violent situations

The Five Warning Signs

Potentially violent behavior is usually indicated by one or more of these warning signs:





Confusion

Person appears baffled or distracted and may be unsure of their next course of action.

It is important to listen to their concerns, ask clarifying questions, and provide facts to help clear any confusion.



Frustration

Person is rejecting or resisting information and may appear impatient.

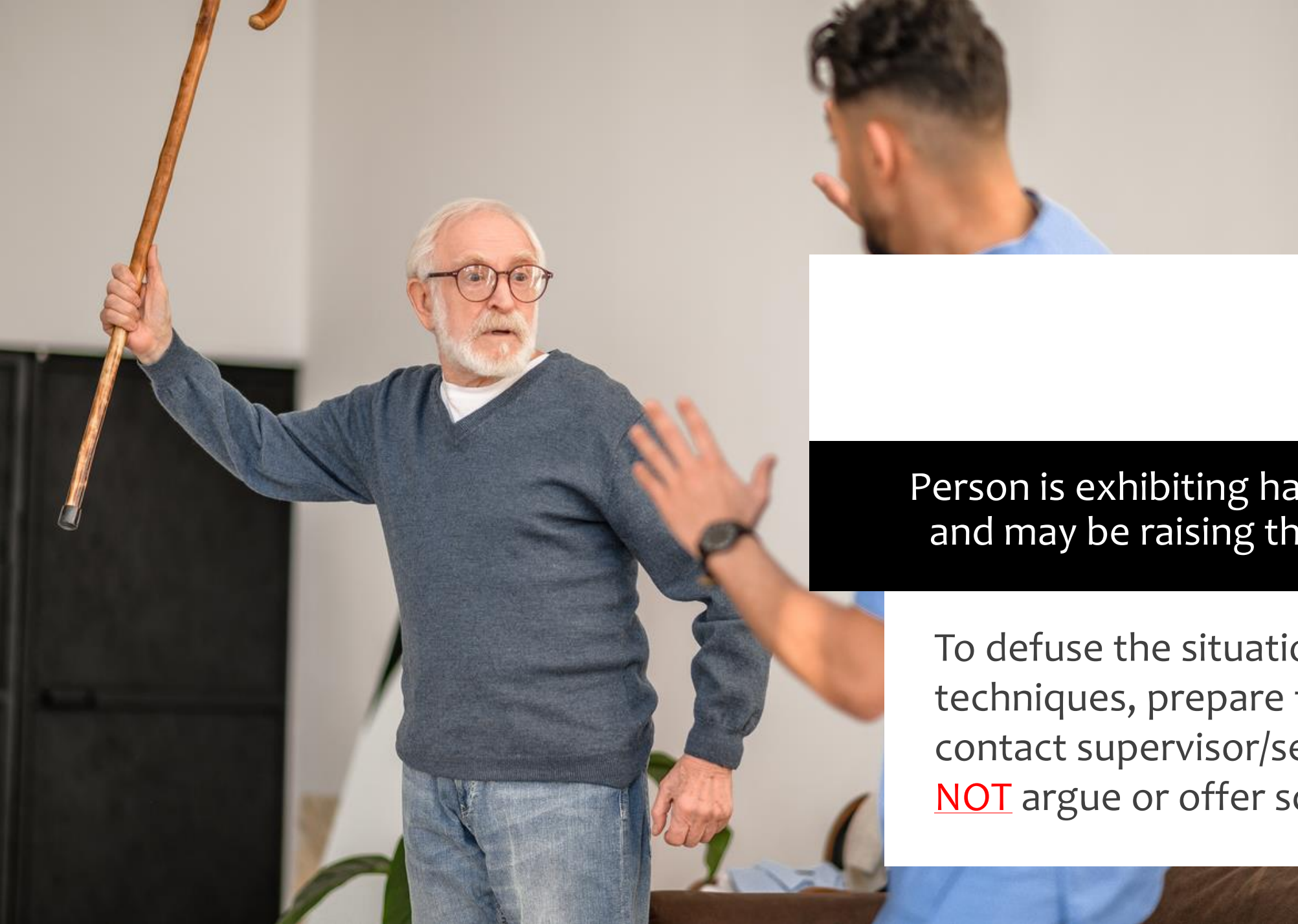
When dealing with someone who is frustrated: bring them to a quiet setting, sincerely attempt to clarify concerns, and use reassuring language.



Blame

Person is placing responsibility for problems on you or others.

To defuse the situation: disengage, bring a second party into the discussion, and emphasize that the person is part of the team



Anger

Person is exhibiting harsh body language and may be raising their voice/shouting.

To defuse the situation: use venting techniques, prepare to disengage, contact supervisor/security, and DO NOT argue or offer solutions.



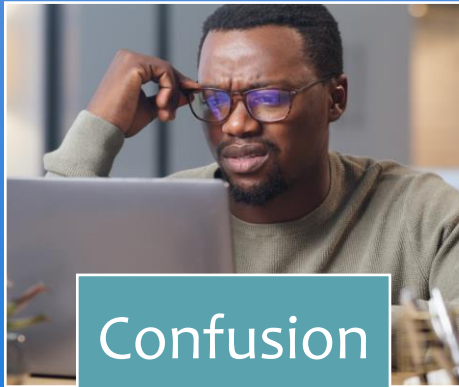
Hostility

Person exhibits out-of-control behavior where physical actions seem imminent.

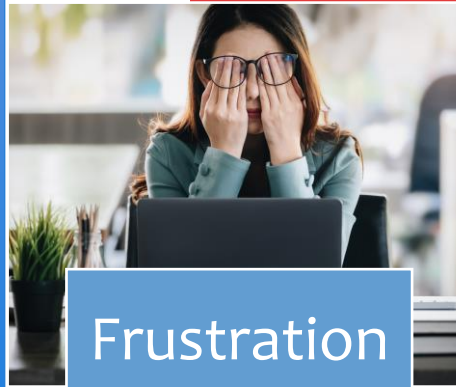
When confronted by a hostile person, disengage, evacuate, alert a supervisor, and call security.

Levels of Potential Violence

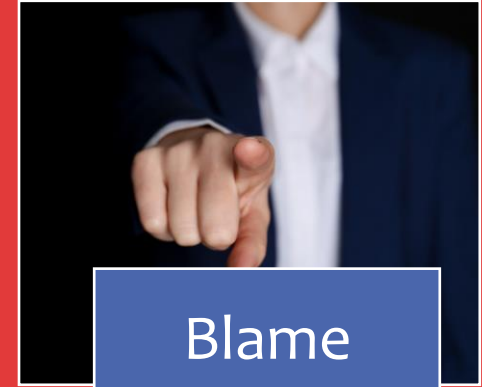
Some warning signs are **less likely** to lead to violence, while others are **more likely**.



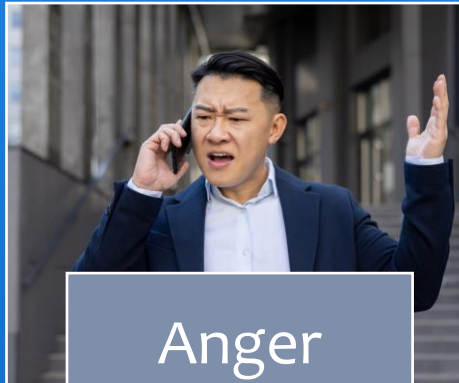
Confusion



Frustration



Blame



Anger



Hostility

There are five key signs to look for when identifying potentially violent behavior.

When dealing with a **confused** person, sincerely listen to them and attempt to help clarify their concerns.

Frustrated people should be taken to a peaceful area and reassured that the problem has a solution.

If someone is attempting to aggressively place **blame** on you, bring in a second party to facilitate discussion.

If a person becomes **angry**, disengage, contact a supervisor, and do not argue with them.

In the case of a **hostile** person, immediately remove yourself from the situation and contact a supervisor/security.

Key Takeaways

Recognizing Signs of Potentially Violent Behavior

Responding to Different Types of Violence

Learn how to react in the event of specific kinds of workplace violence.

Always keep one thing in mind...

Regardless of the type of situation, if a person's behavior escalates past your comfort zone:

Disengage when safe and move to a new location before calling for help.



Responding to **Angry or Hostile** Customers or Coworkers

Always

- Remain Calm
- Listen patiently
- Acknowledge the person's feelings



Responding to **Angry or Hostile** Customers or Coworkers

NEVER

- Invade personal space
- Point Fingers
- Use any style of communication that can generate hostility



Responding to a Person **Shouting or Swearing**



Always

- Signal to those around you that you need help.
- Have someone call the police or security

Responding to a Person **Shouting or Swearing**



NEVER

- Pose in a challenging manner
- Make sudden movements
- Bargain with, challenge, or dare the individual

Responding to a **Telephone Threat**

Always

- Keep calm
- Keep talking
- Signal a coworker to listen in
- Write down the caller's message



Responding to a **Telephone Threat**

NEVER

- Hang up the phone
- Reject all the caller's demands
- Overcomplicate the conversation



Responding to a **Telephone Threat**

In the special case of a **bomb threat**:

Ask details on what they are claiming

Attempt to listen for background noises.

Try to get the person's name, location, and phone number.

Write down a description of the caller.

Immediately signal a coworker to call the police or security staff.





Responding to an **Active Shooter**

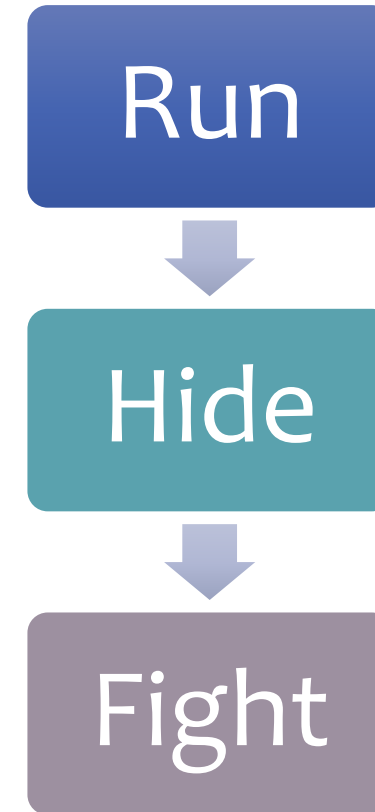
This type of workplace violence requires an especially detailed response plan.

Quickly determine the most reasonable way to protect your own life. Any customers/clients will be likely to follow your lead.

Responding to an **Active Shooter**

Guidance from the U.S. Department of Homeland Security:

This approach can help save your life,
as well as others.



Responding to an **Active Shooter**: Run



- Plan an escape route.
- Evacuate the premises.
- Leave belongings behind.
- Help others escape if possible and prevent anyone from entering the area.
- Follow any police instructions.
- Do not move the wounded.

Run

Responding to an **Active Shooter**: Hide



Hiding places should:

- Be out of view
- Provide protection
- Not restrict your options for movement

Lock any doors and blockade using heavy furniture. Silence cell phones and remain quiet.

Hide

Responding to an **Active Shooter**: Fight



Use as a last resort if in **imminent danger**.

- Disrupt and/or incapacitate the shooter
- Act aggressively, throw items, and improvise weapons
- Yell and commit to your actions

Fight

Responding to an **Active Shooter**: Contacting Authorities

Call 911 when it is safe to do so.

Stay calm and answer questions clearly.

Provide details such as:

- Location and number of shooters
- Physical description
- Type of weapons
- Number of potential victims



Responding to an **Active Shooter**: Working with Authorities



Police officers will proceed directly to the area where the last shots were heard.

Remember the following:

- Police usually arrive in teams of four, wearing patrol uniforms or external tactical equipment
- They may be armed with weapons, pepper spray, or tear gas
- Officers will **shout commands and push others to the ground** for their safety

Responding to an **Active Shooter**: Working with Authorities



Police officers will proceed directly to the area where the last shots were heard.

Remember the following:

- Remain calm and follow instructions
- Drop any held items, raise hands, and spread fingers
- Keep hands visible to officers
- Avoid making sudden movements
- Avoid screaming, yelling
- Do not ask the officers for help or direction

If someone's behavior begins to escalate beyond your comfort zone, disengage and move to a safe location before calling for help or assistance.

If confronted by an angry or hostile person, remain calm and refrain from generating more hostility.

DO NOT challenge or confront anyone who is shouting, swearing, or threatening.

Telephone threats are considered acts of workplace violence and should be treated as such.

The “Run, Hide, Fight” active shooter guidance enables you to save your life as well as the lives of others.

When law enforcement arrives on scene, it is extremely important to react properly.

Key Takeaways

Responding to Different Types of Violence

Prevention Methods and Controls

Learning how employees and employers can work together to prevent workplace violence.



Zero Tolerance for Workplace Violence

All risks or threats of workplace violence should be reported and remedied, without exception.

Any act or threat of violence by employees can result in disciplinary action up to **termination**.

Strategies for Preventing Workplace Violence



Environmental



Administrative



Behavioral



Environmental Controls

Managing the work environment to minimize risk of workplace violence.

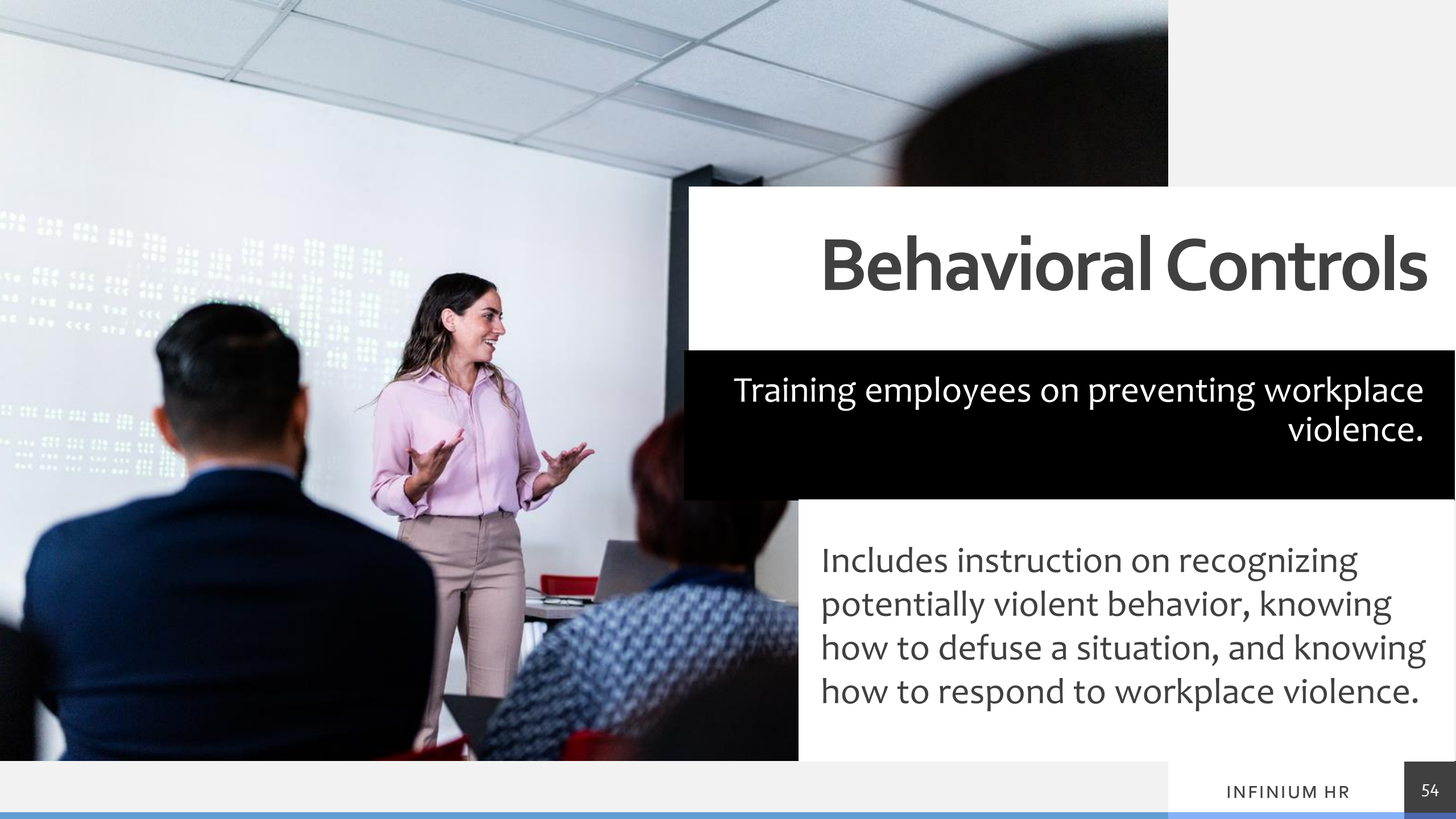
Includes physical separation of employees from the public, security devices, and good visibility/lighting.



Administrative Controls

Involving personnel who carry out policies designed to reduce the risk of workplace violence.

Examples include HR, security guards, and receptionists.



Behavioral Controls

Training employees on preventing workplace violence.

Includes instruction on recognizing potentially violent behavior, knowing how to defuse a situation, and knowing how to respond to workplace violence.

Your Role in Preventing Workplace Violence

Your help is critically important.

You should be able to:

- Recognize behaviors that may lead to violence
- Respond with proper caution, minimizing risk
- and Report all risks and claims of workplace violence to relevant departments.



Your Role in Preventing Workplace Violence

Take note of YOUR company's emergency procedures, as well as the people to call for assistance.

The best protection against workplace violence is a zero-tolerance policy.

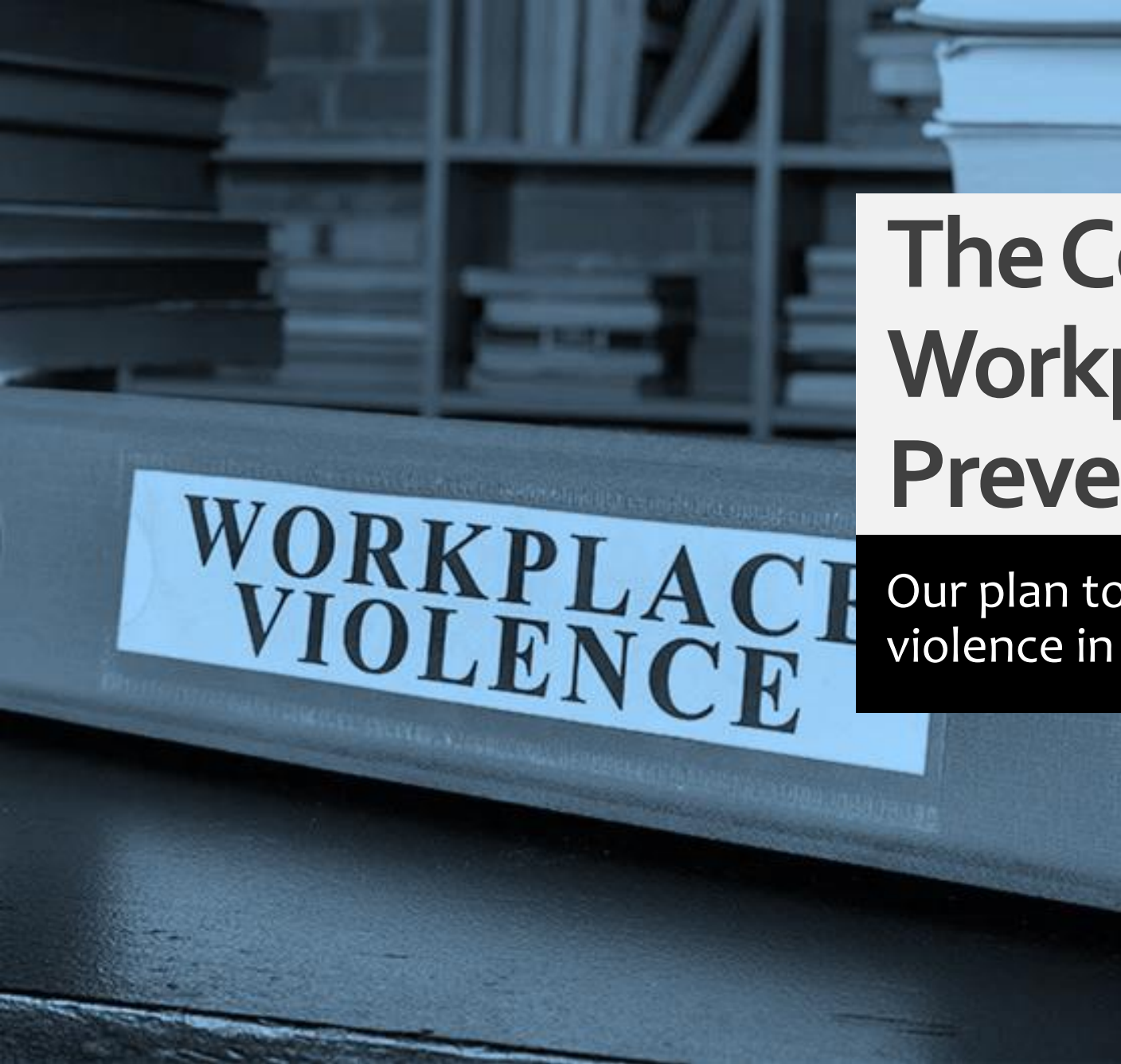
Environmental controls involve altering the work environment to minimize risk

Administrative controls include personnel designated to help prevent any acts of workplace violence.

Behavioral controls involve training employees on recognizing, preventing, and responding to workplace violence.

Key Takeaways

Prevention Methods and Controls



The Company's Workplace Violence Prevention Plan

Our plan to prevent and respond to workplace violence in our workplace

An overview of the company's Workplace Violence Prevention Plan and how you can participate in preventing workplace violence

The Company's Workplace Violence Plan

Our plan is comprehensive and involves YOU!

General Scope of the WVPP

- Effective July 1
- Responsibility
- Employee Participation
- Coordination with other Employers
- Training and Instruction
- Communication
- No Retaliation

Training and Instruction

- Initial training
- When new roles are assigned
- New security situations
- After violent incident
- Supervisor training
- Specific
- Recordkeeping

Hazard Detection and Correction

- Inspection
- Indicators
- Initial inspection
- Periodic inspections
- Hazard correction
- Risk prioritization
- Behavior Indicators

Emergency Response

- How to handle emergencies
- Incident alerts and notifications
- Evacuation and Sheltering
- Incident reporting
- Incident records and Incident Log

Communication and Recordkeeping

- Records kept for 5 years
- Plan review
- Plan availability
- Investigations and incident logs
- Identification of risks
- Hazard correction

Your Participation is Key

How you can help us prevent workplace violence

Participate in Training and Education

Employees can actively participate in preventing workplace violence by promptly reporting any incidents or behaviors that they believe may pose a threat to their safety or the safety of their colleagues. This includes reporting verbal threats, aggressive behaviors, or any signs of potential violence to their supervisors or designated personnel.

Providing Feedback and Suggestions

Employees can contribute to the prevention of workplace violence by providing feedback and suggestions on existing safety measures and protocols. By sharing their insights and observations, employees can help identify potential vulnerabilities in the workplace and propose proactive measures to address them effectively.

Timely Report Workplace Violence Incidents

Employees can actively participate in preventing workplace violence by engaging in employer-provided training sessions, familiarizing themselves with the company's violence prevention plan, understanding SB 553 requirements, and learning strategies to recognize and respond to potential threats, thus enhancing safety and fostering a secure work environment.



Thank you for participating!

**Please complete the following quiz and
return to your supervisor**

Workplace Violence Prevention Quiz

Workplace Violence Prevention Quiz

Chapter 1 – An Overview of Workplace Violence

1. True or False: According to CA SB 553, only physical violence is considered workplace violence.

- ☐ True
- ☐ False

2. Multiple Choice: Which of the following is NOT a type of workplace violence described in CA SB 553?

- ☐ a) Physical assault
- ☐ b) Verbal threats
- ☐ c) Wearing strong fragrances
- ☐ d) Theft of personal property

3. Single Choice: What is one of the key requirements for employers under CA SB 553 regarding workplace violence prevention?

- ☐ a) Provide annual bonuses to employees
- ☐ b) Implement a workplace violence prevention plan
- ☐ c) Allow employees to work from home
- ☐ c) Increase working hours for all employees

Workplace Violence Prevention Quiz

Chapter 2 –Workplace Violence Types and Risks

1. True or False: Jobs where employees frequently handle money are considered at higher risk for workplace violence.

- ☐ True
- ☐ False

2. Multiple Choice: Which of the following is a risk factor for workplace violence as identified by CA SB 553?

- ☐ a) Jobs that involve working alone or in small groups
- ☐ b) Jobs with flexible working hours
- ☐ c) Jobs with public interaction
- ☐ d) Jobs involve exchange of money

3. Single Choice: Which of the following types of workplace violence is described by CA SB 553?

- ☐ a) Worker to worker
- ☐ b) Natural disasters
- ☐ c) Technological failures
- ☐ d) Poor workplace ergonomics

Workplace Violence Prevention Quiz

Chapter 3 –Recognizing Signs of Potentially Violent Behavior

1. True or False: Signs of potentially violent behavior include confusion, frustration, and placing blame.

☐ True

☐ False

2. Multiple Choice: Which of the following behaviors is NOT typically recognized as a potential indicator of workplace violence under CA SB 553?

☐ a) Unexplained outbursts of anger or hostility

☐ b) Frequent absenteeism without reason

☐ c) Persistent complaints about perceived injustices

☐ d) Withdrawal from coworkers and social interactions

3. Single Choice: Under CA SB 553 guidelines, an employee exhibiting signs of frustration and placing blame on others should be:

☐ a) Ignored to avoid escalation

☐ b) Reported to a supervisor or human resources

☐ c) Confronted directly to resolve the issue

☐ d) Encouraged to take time off work immediately

Workplace Violence Prevention Quiz

Chapter 4 –Responding to Different Types of Violence

1. **True or False:** Employees are encouraged to confront a person displaying violent behavior to de-escalate the situation.

☐ True

☐ False

2. **Multiple Choice:** Which of the following is NOT a recommended response to an active shooter situation?

☐ a) Run to a safe location if possible

☐ b) Hide and barricade yourself if you cannot run

☐ c) Fight the shooter only as a last resort

☐ d) Confront the shooter to negotiate

3. **Single Choice:** When faced with an angry or potentially violent individual in the workplace, CA SB 553 advises employees to:

☐ a) Immediately call security or law enforcement

☐ b) Try to calm the individual by reasoning with them

☐ c) Ignore the individual and continue working

☐ d) Physically restrain the individual until help arrives

Workplace Violence Prevention Quiz

Chapter 5 – Prevention Methods and Controls

1. **True or False:** Installing security cameras and improving lighting are examples of environmental controls to prevent workplace violence?

☐ True

☐ False

Multiple Choice: Which of the following is an example of an administrative control to prevent workplace violence as recommended?

☐ a) Providing employees with personal panic buttons

☐ b) Creating a clear reporting procedure for violent incidents

☐ c) Offering conflict resolution training

☐ d) Implementing background checks during hiring

Single Choice: Behavioral controls in the context of workplace violence prevention under CA SB 553 typically include:

☐ a) Physical barriers between employees and customers

☐ b) Training employees in de-escalation techniques

☐ c) Installing metal detectors at entry points

☐ d) Enhancing surveillance systems in the workplace

Workplace Violence Prevention Quiz

Completed by:_____

Company:_____

Date:_____

THANK YOU!

Workplace Violence Prevention Quiz

Answers

Chapter 1

1 = F

2 = c, d

3 = b

Chapter 2

1 = True

2 = c, d

3 = a

Chapter 3

1 = True

2 = b

3 = b

Chapter 4

1 = False

2 = d

3 = b

Chapter 5

1 = True

2 = b, c

3 = d