

## **Workplace Violence: What to do before, during and after**

Hardly a week goes by that the media doesn't report on violence or trauma in a community not unlike our own. Few can still doubt that a robbery, bomb threat, hostage taking, a workplace or school shooting, industrial accident could happen anywhere, and be committed by anyone – a visitor, employee, friend, family or stranger.

Organizations can suffer great loss if they fail to act after a traumatic event. Preparing for such 'critical incidents' can help improve the safety of staff, clients, and customers; reduce the potential loss or damage to property; and ameliorate the duration and severity of the impact on staff or customers.

This workshop will help participants begin the process of developing a detailed violence prevention/prediction plan for schools, agencies or businesses as required by OSHA. Such a plan will help staff know what to do in a variety of hostile and dangerous situations.

Included will be a demonstration of an educational group process called Critical Incident Stress Debriefing, a technique used for over 20 years to help individuals recover after being exposed to traumatic events and crises like suicide, line of duty death, serious crimes, or disasters.

### **Participants will learn:**

- The essential elements of a critical incident response plan
- How to recognize early warning symptoms of potential violence in others
- How to judge a situation's potential for violence or lethality
- The common response of individuals after a critical incident
- How to evaluate and meet staff needs
- Strategies for communication with staff, clients, families, the press
- A seven-step process for helping staff begin to recover from an incident

### **Daily Agenda:**

Day 1: (8:30 a.m. – 4:30 p.m.)

- Scope of the problem
- Statistical patterns
- Common myths about violence
- Motivations for violence
- Risk assessment protocols
- Small group role plays
- Effective communication skills
- Dealing with strong emotions
- Intervention skills
- Referrals
- Postvention and aftercare

**Learning Materials:**

The instructor will supply handouts of the PowerPoint presentation used in this course. Lecture and discussion will be the main learning activities along with the extensive use of small group activities. A short post-test will also be used to measure learning.

**Assignments:**

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

**Evaluation:**

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.