

The Importance of Violence Prevention Training



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Workplace Violence Defined

The U.S. **Occupational Safety and Health Administration (OSHA)** developed a simple system for categorizing workplace violence into four types:

- Type 1: Violent acts by criminals who have no other connection with the workplace but enter to commit a robbery or another crime.
- Type 2: Violence directed at employees by customers, clients, patients, students, inmates, or any others from whom an organization provides services.

Workplace Violence Define (con't)

- Type 3: Violence against coworkers, supervisors, or managers by a present or former employee.
- Type 4: Violence committed in the workplace by someone who doesn't work there but has a personal relationship with an employee; this can be an abusive spouse or domestic partner.



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Workplace Violence Continuum



Organizational Value

Violence prevention training provides awareness, techniques, and concrete strategies to create a safe and more secure working environment.



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What Does This Mean

- Reduction in incidents
- Improve staff skills
- Improve staff confidence in dealing with situations
- Promotes a more respectful workplace
- Promotes a culture of *Respect, Service, and Safety*SM

Success Stories

CRISIS PREVENTION INSTITUTE CUSTOMER FACT

The J. Paul Getty Trust – California: Stefanie Scott

"[With the Prepare Training® program], our staff maintains a more aware, objective, and professional attitude when responding to an agitated individual (staff, visitors, contractors). Staff respond nonjudgmentally and do not assume anything, [reminding each other], 'It's not about you. Who knows what happened before the visitor came here.'"

As a result, they achieved return on their investment with CPI by:

- Reducing disruptive incidents
- Reducing workplace violence
- Reducing injuries and liability
- Improving customer and employee interactions
- Improving staff skills and confidence by 75—99%

Source: Stefanie Scott, Security Professional, The J. Paul Getty Trust

✓ Validated Published: Oct. 4, 2016 TVID: 87C-340-621



CRISIS PREVENTION INSTITUTE CUSTOMER TESTIMONIAL

State & Local Government – Missouri

“CPI training has improved the staff’s self-confidence and allowed for them to come to work with a smile.

CPI training reduced the following by over 50%:

- Challenging and disruptive behaviors
- Use of force
- Compensation claims

— Case Manager, State & Local Government

Source: Case Manager, State & Local Government

✓ Validated Published: Sep. 27, 2016 TVID: F20-855-D89



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Staff Considerations

“47% of employees indicated that feeling safe in the work environment was very important to their job satisfaction.”

2012 Employee Job Satisfaction and Engagement: A Research Report by Society of Human Resource Management (SHRM)



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Training for the Proper Response

- Early recognition of possible escalating behavior
- Defusing potentially violent behavior
- Activate internal response teams
- Alert other employees
- Summon external emergency resources
- Organize thinking around potential crisis situations



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CPI's *Crisis Development Model*SM

Integrated Experience



Behaviors	Responses
Anxious	Supportive
Defensive	Directive
Physically Violent	Violence Response Procedures
↓ ↓ ↓ ↓ <i>Tension Reduction</i>	



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Training Components

- Proxemics (Personal Space) and Kinesics (Body Language)
- Paraverbal communication
- Setting limits
- Behavior levels with appropriate interventions
- Precipitating Factors, Rational Detachment, Integrated Experience



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Environmental Factors

Stop for a moment and look at your work environment. What do you notice? What could potentially be used as a weapon?

Taking a few moments now to be proactive could save lives in the future.



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Consider your Policy & Procedures

1. Are they clear and in place?
2. Do they specifically define workplace violence?
3. Do they address the prevention of and response to workplace violence?
4. Do they include threats, intimidation, and harassment?



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Additional Resources

Download our free eBook, *Promoting Safety on Campus*, which contains educational tips on how ensure your campus is safe for all who set foot on it.

www.crisisprevention.com



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Thank you!



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