# The Importance of Violence Prevention Training

# Workplace Violence Defined

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

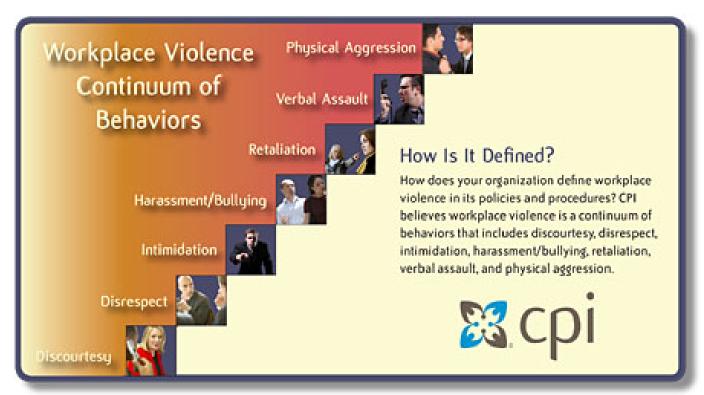
- •Type 1: Violent acts by criminals who have no other connection with the workplace but enter to commit a robbery or another crime.
- •Type 2: Violence directed at employees by customers, clients, patients, students, inmates, or any others from whom an organization provides services.



# 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.

#### Workplace Violence Continuum





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# Organizational Value

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



#### 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 Safetysm

#### **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: Stefanle Scott, Security Professional, The J. Paul Getty Trust



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#### State & Local Government – Missouri

CPI training has improved the staff's selfconfidence 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







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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)



#### 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

# CPI's Crisis Development Model<sup>s™</sup>

#### Integrated Experience

Behaviors	Responses
Anxious	Supportive
Defensive	Directive
Physically Violent	Violence Response Procedures
* * *	
Tension Reduction	



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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 Detachement,
  Integrated Experience

#### **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.



#### 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?

#### 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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