



## Workplace Violence

### How to Manage Anger and Violence in the Workplace

**Description:** Violence of any sort has many roots. Typically, it starts with frustration. This frustration can stem from many things: feeling inadequate at one's job, low pay, chronic understaffing, disagreement with co-workers, and even team miscommunication. If not addressed, that frustration can build to anger. Anger can cause any employee to lash out with inappropriate behavior, including physical violence to people or objects, threats, or inappropriate displays of emotion. These behaviors can make other staff feel threatened and can even cause them to become angry, too. Because anger and violence can have so many causes, this course will take a comprehensive look at anger and violence. This course will discuss how to manage anger on an individual level, how to prevent anger and violence on an organizational level, and how to respond to violence if it does occur. These systems will give your staff and your organization a strong foundation for a violence prevention policy and program.

**Session One:** Course Overview.

**Session Two:** What is Workplace Violence?

**Session Three:** Understanding the Behavior Wheel

**Session Four:** The Anger Management Process

- The Seven Steps
- Role Play
- Presentations

**Session Five:** Communicating Better

- The Four-Step Message
- Are You a Good Listener?
- Asking Questions
- Three Keys

**Session Six:** Basic Problem-Solving Tools

- The Three-Phase Model
- Phase One
- Phase Two
- Phase Three
- The Problem-Solving Toolkit
- Task Information
- Skill Application

**Session Seven:** Other Ways of Managing Anger

- Coping Strategies
- Sanctuary
- Relaxation Techniques

**Session Eight:** A Systems Approach

**Session Nine:** Developing a Policy and Program

**Session Ten:** Risk Assessment

- The Five Stages
- Risk Assessment for the Acme Widgets Company

**Session Eleven:** Hiring Practices

**Session Twelve:** Workplace Design Layout Issues with the Acme Widgets

**Session Thirteen:** Workplace Practices and Procedures

- Workplace Policies
- Workplace Procedures

**Session Fourteen:** Security Systems and Personnel

- Systems Criteria
- A System for the Acme Widgets Company



**Session Fifteen:** Training Programs

**Session Sixteen:** Developing Emergency Response Plans

- Guide to Developing a Plan
- Small Group Work
- Presentations and Debrief

**Session Seventeen:** Program Review

**Session Eighteen:** Developing a Threat Response Process

**Session Nineteen:** The Immediate Response

- What to do When Violence Happens
- Case Study

**Session Twenty:** Consulting with the Experts

**Session Twenty-One:** Gathering Additional Information

**Session Twenty-Two:** Re-Evaluation

**Session Twenty-Three:** Communication

- Deciding What to Say
- Developing a Communication
- Presentations

**Session Twenty-Four:** Employee Interview

- Stages Seven and Eight
- Pairs Exercise
- Presentations and Debrief

**Session Twenty-Five:** Risk Level Analysis

- The Five Categories
- Case Study

**Session Twenty-Six:** Review and Options

**Session Twenty-Seven:** Analyzing the Impact

**Session Twenty-Eight:** Incident Response Checklist

**Session Twenty-Nine:** Process Application

- Workshop Wrap-Up