

WORKPLACE VIOLENCE training



MANAGER/SUPERVISOR TRAINING

Research on workplace violence has shown that warning signs almost always precede acts of violence. Also, most perpetrators of violent acts fit one or more profiles. Managers and supervisors should be trained to recognize these profiles and warning signs, enabling them to provide intervention or seek assistance before problems escalate. In addition, managers and supervisors require training in techniques and procedures for safe and appropriate responses to threatening situations.

IT IS IMPORTANT THAT MANAGERS AND SUPERVISORS HEIGHTEN THEIR AWARENESS OF SECURITY AND SAFETY. THEY SHOULD BE EDUCATED ABOUT THE FOLLOWING:

- Risk factors and warning signs of violence
- The liabilities and costs to employers
- Methods of recognizing potentially violent employees and customers
- Methods to prevent the occurrence of workplace violence
- Effective intervention and diffusing techniques
- Procedures for responding to incidents of workplace violence and other crises
- Incidence, types and victims of workplace violence
- Perpetrator profiles
- Managing and terminating difficult employees
- Managing difficult customers/clients
- Threat recognition/assessment
- Response to threats/acts involving imminent and non-imminent injury

This training includes case studies and exercises that are used to facilitate interactive group discussion and provide practical information.

