

## Responding to Active Threats and Workplace Violence

Workplace violence is an act of aggression, physical assault, or threatening behavior that occurs in a work setting and causes physical or emotional harm to customers, coworkers, or managers.

Workplace violence in America is statistically on the rise. It has never been more important for employees to know the signs and indicators of a potential for workplace violence.

### Focus:

This course is designed to help protect and save lives in active threat situations using principles and techniques adapted from Verbal Judo® and other recognized de-escalation programs. Stories will be used to illustrate when different approaches to threats might be necessary. There will also be discussion surrounding different strategies for gaining voluntary compliance in potential threat scenarios through a friendly approach by emphasizing greeting, setting basis for the discussion, preliminary negotiation toward problem-solving, and closure. The final phase of this course will be followed by a more directive approach toward setting context, providing options, offering an ethical appeal, and acting on more difficult situations. Facilitated role-playing, where appropriate, will be conducted throughout the training. The cause-and-effect of individual and group decisions made during a response to workplace violence will be examined, with emphasis on critical thinking and best-practices.

**Length:** 3 hours

### Performance Objectives

By the end of the course you will be able to:

- Recognize the warning signs of workplace violence.
- Differentiate between a guest and an intruder to determine who is on the workplace campus with legitimate business, and who is there for other motives.
- Establish key procedures for nonverbal communication to quickly and expediently request assistance when an employee is under duress and needs immediate help.
- Provide guidelines for situational awareness and security steps to be taken when dealing with employees in crisis or facing termination.

### Course Modules & Exercises:

#### Utilization of a Classroom Training Simulator

The TI Training Classroom Simulator® is a hand-held audience feedback device that encourages audience participation and requests individual, but anonymous, responses from trainees to questions posed to them during audio/visual vignettes.

- Questions are posed in multiple-choice or true/false format, and trainees use individual polling pods (sometimes called “clickers”) to provide their thoughts as to the correct answer.
- The Simulator allows for instant classroom feedback to the audience as well as to the instructor, assuring that the message being communicated to trainees is being received as intended. In this way, clarification can be recognized and quickly addressed if necessary.

### Know Something/Say Something

- Situational Awareness and Communication
- Video
- Simulator Support Exercise

### Run-Hide-Fight, A.L.I.C.E. (Alert-Lockdown-Inform-Counter-Evacuate); or ACTA (Acknowledge-Communicate-Take Action).

- Implement and examine an active response concept
- Learn the differences between “lockdown”, “shelter-in-place” (sometimes referred to as “modified lockdown”) as well as the importance of declared assembly Areas.
- Distinguish when evacuation is appropriate or not.

### Course Topics & Skills:

- **Recognizing the warning signs of workplace violence:** What leads up to workplace violence almost always starts small. Some common signs to look for are a negative change in behavior, increased level of passive aggressive actions, unreasonable demands and verbal threats.
- **Motivating staff to report potential threats:** Motivating staff to report potential threats in the workplace is a complex endeavor that requires careful planning and consistent support from leadership-but is the right thing to do.
- **Establishing key procedures for nonverbal communication:** Nonverbal communication involves numerous elements such as gestures, eye contact, body language and hand signals. These are key to handling an emergency situation and may be the difference between saving your life or your co-workers life in a threatening situation.
- **Developing intervention tactics:** Intervention tactics are specific steps/strategies employees can use during an active threat incident which are potentially critical to the survival of workers and others on the worksite.