


Slide 1

# Workplace Violence

Arkansas Workers' Compensation Commission  
Health & Safety Division



---

---

---

---

---

---

---

Slide 2

## Workplace Violence

**Any physical assault,  
threatening behavior, or  
verbal abuse occurring in  
the work setting**

---

---

---

---

---

---

---

Slide 3

## Workplace Setting

**Any location either  
permanent or temporary  
where an employee  
performs any work-related  
duty**

---

---

---

---


---

---

---

Slide 4

**Workplace Settings Cont'd.**  
  
This includes, but not limited to:  
**Buildings**  
**Parking lots**  
**Field locations**  
**Clients' homes**  
**Traveling to and from work assignments**



---

---

---

---


---

---

---

Slide 5

**Workplace Violence Includes:**  
  
•Pushing  
•Beatings  
•Stabbings  
•Suicides  
•Shootings  
•Sexual Assaults



---

---

---

---


---

---

---

Slide 6

**Workplace Violence Cont'd.:**  
  
•Punching walls, and slamming doors  
•Verbal threats  
•Intimidation  
•Discourteous gestures  
•Harassment of any nature  
•Being followed, sworn or shouted at



---

---

---

---

---

---

---

Slide 7

### Statistics on Workplace Violence

**\*Homicide, is the third-leading cause of death in the workplace**

**\*In 2001, there were 639 homicides in the workplace, out of a total of 8,786 workplace fatalities in the US.**

\*\*According to the 2001 Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI),

---

---

---

---

---

---

---

Slide 8

### Statistics on Workplace Violence

**Hitting, kicking, beating: 36**

**Shooting: 505**

**Stabbing: 58**

**Homicides, not elsewhere classified: 38**

\*\*According to the 2001 Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI),

---

---

---

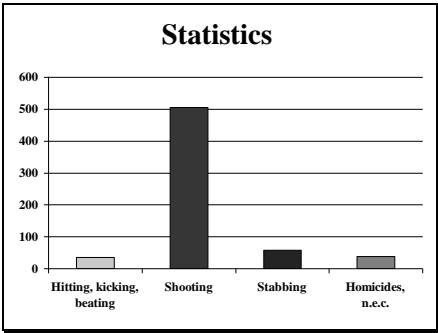
---

---

---

---

Slide 9



---

---

---

---

---

---

---

Slide 10



---

---

---

---

---

---

---

Slide 11



---

---

---

---

---

---

---

Slide 12



---

---

---

---

---

---

---

Slide 13

### Warning Signs

- Direct Threats -  
“I’ll get even with you!”
- Veiled Threats -  
“I could put this place out of business!”
- Conditional Threats  
“One more time and I’m taking matters into my own hands!”



---

---

---

---

---


---

---

Slide 14

### Is the Threat Real?

The only person who *really* knows whether or not the threat will be carried out...  
is the person who made it!



---

---

---

---

---

---

---

Slide 15

### Reporting Workplace Violence

Any threat of violence is a form of violence.



**REPORT IT!!!**

Notify security.  
Stay calm and alert.  
**DON'T BE A HERO!**

---

---

---

---

---

---

---

Slide 16


Workplace Violence Can Be Committed By:

•Co-workers or former employees

•Personal relations

•Clients or customers

•Strangers



---

---

---

---

---

---

---

Slide 17

Sources of Internal Workplace Violence

Unstable Economy/Job Layoffs  
Lack of Individual Responsibility  
Pressure for Increased Productivity  
“Toxic” Management  
Insensitive Terminations  
Workplace “Culture” of Aggression  
Romantic Entanglements  
Same Factors as External Workplace Violence

---

---

---

---


---

---

---

Slide 18

How NOT to Handle Workplace Issues!



---

---

---

---

---

---

---

Slide 19

<b>Sources of External Workplace Violence</b>
<b>Mental instability</b> <b>Drugs/alcohol abuse</b> <b>Proliferation of guns in our society</b> <b>Glamorization of violence</b> <b>Desire to “strike back” for perceived injustices – public and private</b>

---

---

---



---

---

---

---

Slide 20

<b>Risk Factors</b> •Working alone or in small groups •Exchanging money •Working late or unusual hours	
	•Guarding valuable property or assets •Working in a high-crime area •Working with the public

---

---

---


---

---

---

---

Slide 21

<b>Common Behavioral Indicators</b>  Fascination with Weapons/Violence Family Problems Rejection of Authority Alcohol or Drug Abuse Low Self - Esteem Blame Avoidance History of Aggression/Violence	
--	---

---

---

---

---

---

---

---

Slide 22

**Top 10 Anti-Violence Tools**

1. Stay Calm
2. Pre “vent” Anger
3. Focus on Issues, Not Actions
4. Provide Solutions
5. Be Aware of Warning Signs



---

---

---

---

---

---

---

Slide 23

**Top 10 Anti-Violence Tools  
Cont'd.**

6. Help to Save Face
7. Deal With Threats
8. Mediate!
9. Repair Relationships
10. Eliminate Conflict



---

---

---

---

---

---

---

Slide 24

**Personal Safety Tips**

- Don't open doors to strangers before or after normal business hours
- Advise security (or someone) if you will be working outside of normal business hours
- Walk to and from your car with others or with security
- Report any strange activity immediately

---

---

---

---

---

---

---



Slide 25

### More Personal Safety Tips

- Keep valuables hidden
- Don't use an elevator if you are suspicious of any of the occupants
- Avoid using stairwells alone
- Use personal safety habits to increase your chances of avoiding danger

---

---

---

---

---

---

---

Slide 26

### When Crisis Happens



- Do not resist demands that you can follow
- Call security or 911 ASAP
- Pay close attention so that you can describe your attacker later
- Do not disturb the scene
- If personally attacked, do not clean up, change clothes, etc., until police arrive

---

---

---

---

---

---

---

Slide 27

### Workplace Violence Prevention Program Elements

- |                         |                                 |
|-------------------------|---------------------------------|
| • Management Commitment | • Hazard Prevention and Control |
| • Employee Involvement  | • Training                      |
| • Worksite Analysis     | • Evaluation                    |

---

---

---

---

---

---

---

Slide 28



**Management Commitment**

- Create and share a policy of violence prevention
- Take incidents seriously
- Outline a security plan
- Assign responsibility, authority and resources

---

---

---

---

---

---

---

Slide 29

**Management Commitment**

- Encourage prompt reporting
- Hold employees accountable
- Encourage employees to get involved
- Make sure employees who report problems are not discriminated against
- Work with others, such as the police, to improve security

---

---

---

---

---


---

---

Slide 30

**Employee Involvement**

- Participate in surveys; offer suggestions
- Assist in security analysis
- Help evaluate prevention and control measures
- Train other employees and talk about on-the job experiences



---

---

---

---

---

---

---

Slide 31

**Worksite Analysis**

- Step-by-step look at the workplace, to find existing or potential risks for workplace violence
  - Review records of past incidents
  - Workplace security analysis
  - Periodic safety audits

---

---

---

---

---

---

---

Slide 32

**Hazard Prevention and Control**

- Engineering controls and workplace adaptation
- Administrative and work practice controls
- Post-incident response

---

---

---


---

---

---

---

Slide 33



**Engineering Controls**

- Video surveillance
- Door detectors, buzzers
- Alarms
- Bullet resistant barriers
- Visibility and lighting
- Drop safes

---

---

---

---

---

---

---

Slide 34

### **Administrative and Work Practice Controls**

- Make violence prevention part of daily procedures
- Emergency procedures and systems of communication
- Procedures to use barriers & enclosures
- Increase staffing at high risk locations/times

---

---

---

---

---

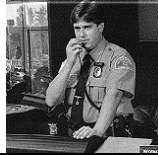
---

---

Slide 35

### **Administrative and Work Practice Controls**

- Establish rules for workers leaving facility
- Have safety procedures for off-site work
- Lock doors when not open, procedures for opening and closing
- Limit access



---

---

---

---

---

---

---

Slide 36

### **Post Incident Response**

- Medical and psychological treatment for victims
- Psychological care for witnesses
- Inform management
- Report to police
- Secure premises and safeguard evidence
- Fill out incident report immediately

---

---

---

---

---


---

---

Slide 37

### Training

- Ensure all staff are aware of security hazards and ways to protect themselves
- Train workers on:
  - Potential risks
  - Security measures
  - Behavioral strategies
  - Incident response
  - Emergency action



---

---

---

---

---

---

---

Slide 38

### Training

- Train supervisors, managers and security personnel on:
  - Same training as all other workers
  - How to recognize, analyze and establish controls

---

---

---

---

---


---

---

Slide 39

### Evaluation

- Record keeping and review
  - Injuries
  - Incidents
  - Hazard analyses
  - Recommendations from police, security, employees
  - Hazard correction
  - Training and safety meetings



---

---

---

---

---

---

---

Slide 40

**Sources of Assistance**

**OSHA internet website:**  
**[www.osha.gov](http://www.osha.gov)**

**State and local police  
departments**

---

---

---

---

---

---

---

Slide 41

**Thank You!**

---

---

---

---

---

---

---