

## Preventing workplace violence

### Environment

- Maintain sincere, open, and timely communication among managers, employees and fellow staff.
- Promote professional development to others.
- Uphold a family-friendly work environment.
- Maintain unbiased and appropriate discipline for employees who exhibit improper conduct and poor performance.
- Allow for questions and concerns to be dealt with in a non-judgmental forum.

### Security

- Security guards available on-site.
- Assist with registering, badging and directing visitors.
- Able to respond to requests for emergency situations.

### Education

- Know your department or company policy for dealing with:
  - Potential emergencies/problems
  - Employee and management responsibilities
  - Emergency contact information
- Ensure employees and supervisors are educated on techniques to deal with conflict, stress and anxiety resolution.

## What to do

If you acquire any information involving the welfare, safety and security of your employees and/or business, report directly to your supervisor or Human Resources personnel.

**If there is a potential crisis, occurring call 9-1-1 immediately.**

- Stay calm
- Stay away from the individual
- Ask for help
- Ask the person to leave

**For more information regarding workplace violence visit:**

[www.osha.gov/SLTC/workplaceviolence](http://www.osha.gov/SLTC/workplaceviolence)

and

US Department of Labor:  
[www.dol.gov](http://www.dol.gov)



# WORKPLACE VIOLENCE

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**Nearly 2 million American workers report having been victims of workplace violence each year. Unfortunately, many more cases go unreported. The truth is, workplace violence can strike anywhere, anytime, and no one is immune.**

*-Bureau of Justice Statistics*

## **What is workplace violence?**

Workplace violence is any act or threat of physical violence, harassment, verbal abuse, intimidation, homicide or other threatening disruptive behavior that happens on a work site.

## **Potential signs of workplace violence**

- Attendance issues
- Decreased work output
- Inconsistent work patterns
- Poor health and hygiene
- Constant excuses
- Odd behavior
- Problems concentrating
- Evidence of excessive drug or alcohol use
- Unshakable depression

**Intervening as soon as possible is crucial to prevent further escalation.**

## **Types of workplace violence**

- 1. Criminal Intent** - Violator has no relationship to business or employees. The majority of workplace violence homicides fall into "Criminal Intent" category:
  - **Battery/Assault**
  - **Trespassing/Stalking**
  - **Robbery**
  - **Homicide**
- 2. Customer or client** - Violator has relationship with business and becomes violent while being serviced by the business:
  - **Flight attendants against Passengers**
  - **Teachers against students**
  - **Clerk against customer**
- 3. Worker** - Violator is current or past employee who attacks an employee in the workplace.
- 4. Personal relationship** - Violator has no relationship to business, but possess a personal relationship with employee:
  - **Domestic violence**