

One Hour Safety Presentation

The main goal of the Division of Safety & Hygiene is the reduction of accidents and illnesses in the workplace. Toward this goal, the *One Hour Safety Presentation* is designed to support the delivery of a presentation to co-workers in your workplace to help them understand and promote safer and healthier work environments. It is recommended that you take the DSH Training Center course as a background for using *One Hour Safety Presentation* to train others at your workplace. Call 1-800-OHI OBWC, option 2, 2, 3, for class dates and locations.

The *One Hour Safety Presentation* contains:

- **Transparency Masters** from which films can be made to use on an overhead projector,
- **Instructor Notes** which gives the instructor suggestions and script notations to use during the presentation, and
- **Student Handouts** which can be copied for those attending the presentation.

Materials are included for a one-hour presentation on each of these topics:

- ✓ Accident Analysis
- ✓ Bloodborne Pathogens
- ✓ Developing an Ergonomics Process
- ✓ Hazard Communication
- ✓ Lockout/Tagout
- ✓ Respiratory Protection
- ✓ Violence in the Workplace

Applications used:

- 1) Text documents (ending in **.txt**) can be opened with any word processing program.
- 2) Microsoft PowerPoint slides (ending in **.ppt**) can be opened with the Microsoft PowerPoint program. If you do not have PowerPoint and you do have Windows 95, 98, 2000 or Windows NT operating system, you can view the PowerPoint slides by downloading a free PowerPoint Viewer from the following website:
<http://office.microsoft.com/downloads/default.aspx?Product=PowerPoint&Version=95|97|98|2000|2002&Type=Converter|Viewer>
- 3) Adobe Reader document (ending in **.pdf**) contains the *One Hour Safety Presentation* in read-only format. It can be opened when you download Adobe Reader, which is available free of charge at the following website:
<http://www.adobe.com/products/acrobat/readstep2.html>

If you have comments or questions about these materials for *One Hour Safety Presentation*, please e-mail us: OCOSHTrng@bwc.state.oh.us

Transparency Masters

Violence in the Workplace

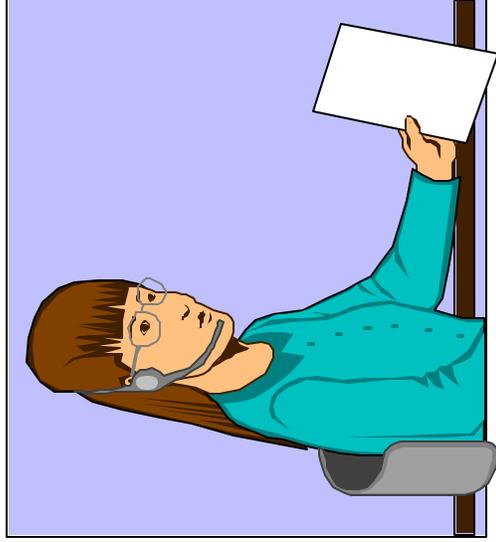
Types, Warning Signs & Prevention

Ohio Division of Safety & Hygiene



How serious is the problem?

- Homicide is the first leading cause of death in the workplace for women, 2nd cause of death for men. 80% of homicides are during robberies.
- Each week, an average of 20 people are murdered and 18,000 are assaulted in US workplaces.



Definition

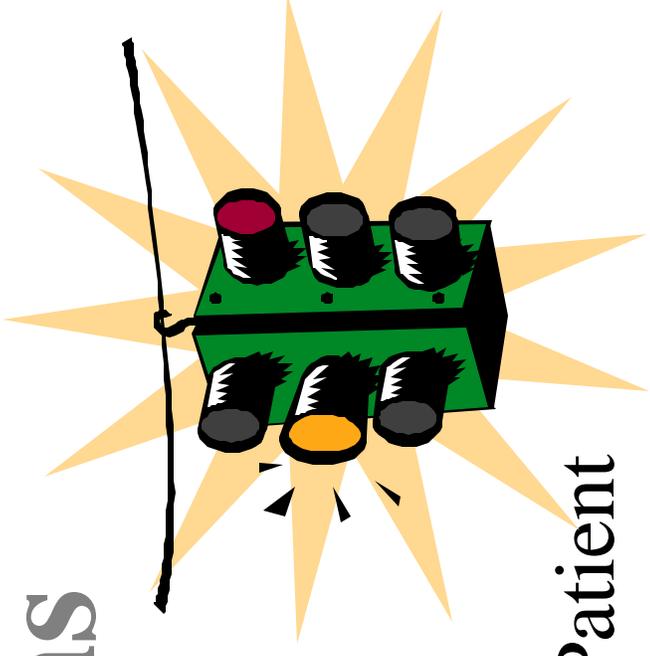
Workplace violence: Unwelcome harassment, threats, or attacks causing fear, mental or physical harm, or unreasonable stress in the workplace.

VIWP Types

Type I	Criminal
Type II	Client, customer, patient
Type III	Employee
Type IV	Personal relationship

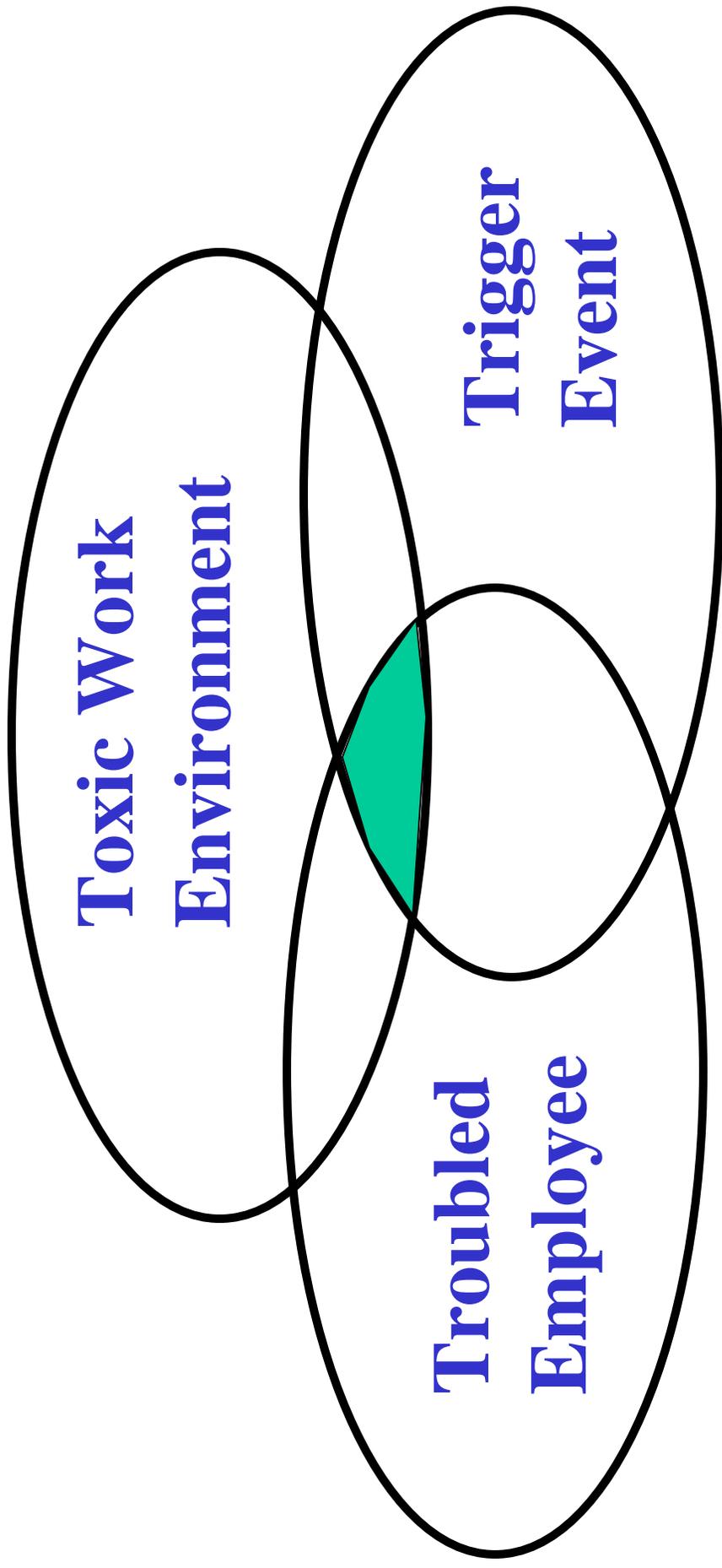


Warning Signs

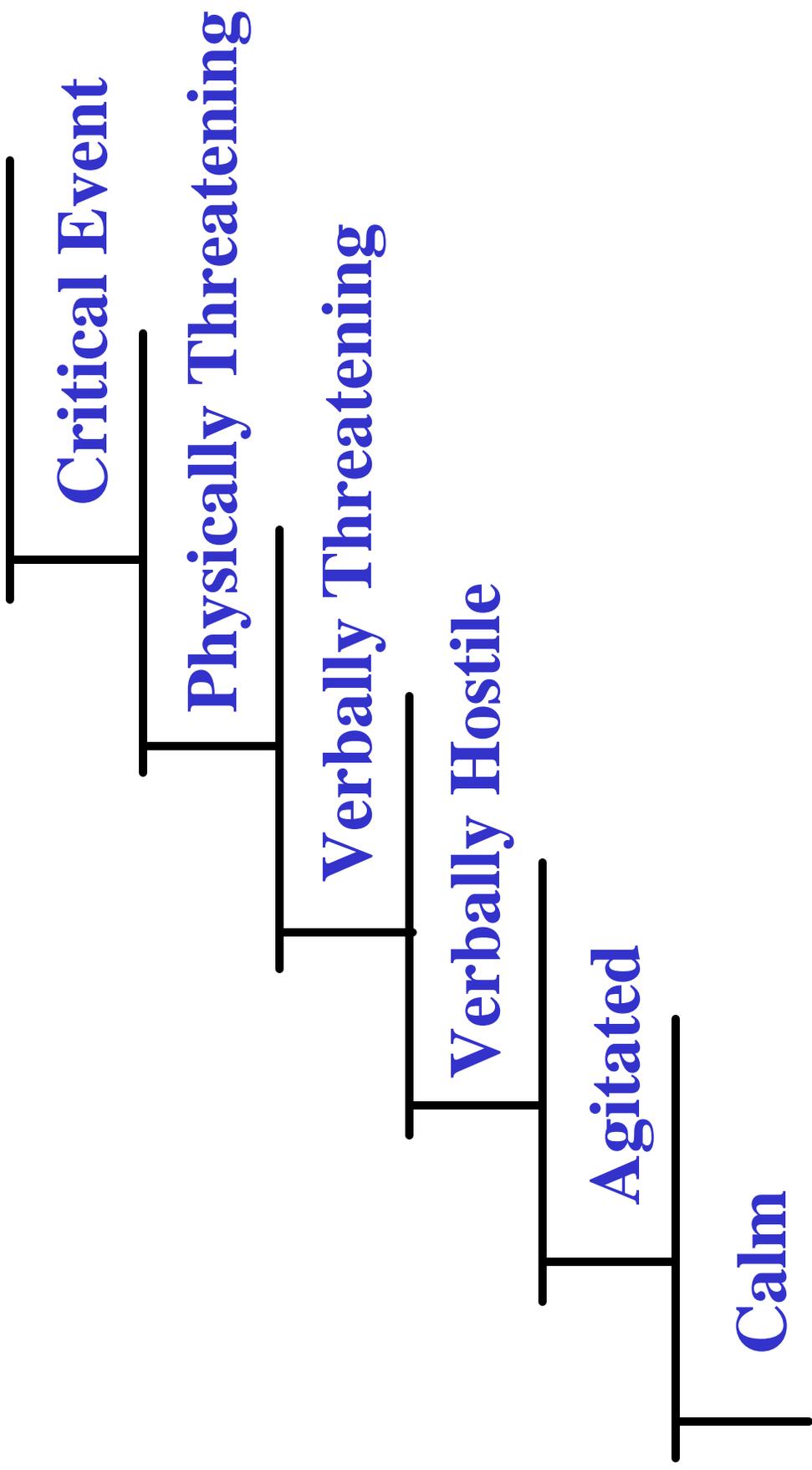


- Type I Criminal
- Type II Client, Customer, Patient
- Type III Employee
- Type IV Personal Relationship

Dangerous Ingredients

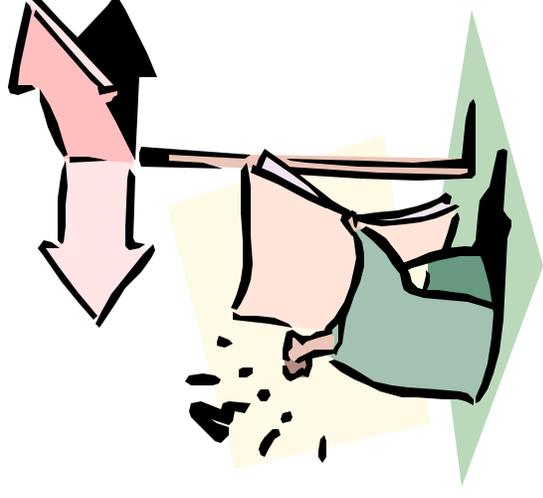


Personal Anger Escalation



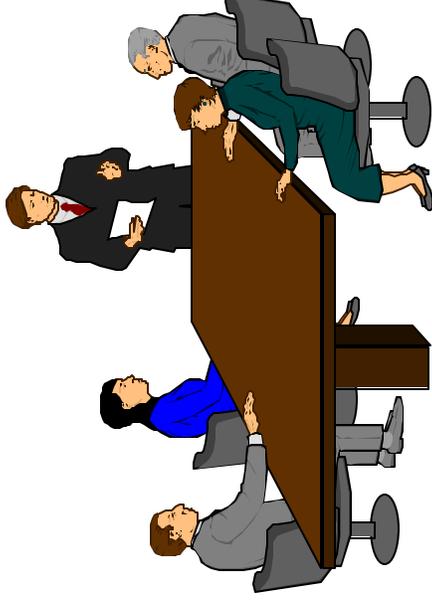
Prevention

- Management commitment & leadership style
- Pre-hiring checks
- Employee involvement
- Zero Tolerance Policy



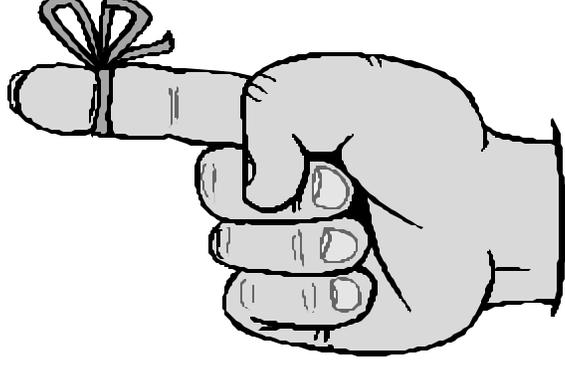
Prevention continued

- Risk assessment
- Crisis team
- Training
- Documentation



Summary

- Actively address VIWP issues
- Assess the risk of violence
- Involve employees
- Consistently apply standards
- Document incidents & take threats seriously
- Create a zero tolerance policy
- Train all employees



Instructor Notes

Violence in the Workplace

Types, Warning Signs & Prevention

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This presentation is designed for a one-hour awareness-level overview of the topic to employees in Ohio companies.

Suggestions for the presenter

Prior to presentation

- Research the status of a written Violence in the Workplace policy at your workplace.
- Consult with Management on content to be presented. Hopefully, Management will not only attend, but participate in the presentation.
- Prepare transparencies, handouts.
- Notify participants of the topic, time, location for the presentation.

During the presentation

- Try to involve the audience, asking for their input, affirming their suggestions.
- (Optional) Ask for a volunteer to write on a flipchart all suggestions for improvement that emerge during the discussion.

After the presentation

- Follow-up with Management on audience suggestions.
- If your company does not already have a VIWP Crisis Team, organize one (with Management's approval).

How serious is the problem?



- Homicide is the first leading cause of death in the workplace for women, 2nd cause of death for men. 80% of homicides are during robberies.
- Each week, an average of 20 people are murdered and 18,000 are assaulted in US workplaces.

Discussion Questions

Is violence in the workplace (VIWP) a social issue?

Is VIWP a symptom of other social problems?

What department should take responsibility for VIWP prevention?

Who is responsible for violence prevention in our organization?

Information from NIOSH available at 1-800-35 NIOSH or
www.cdc.gov/niosh

Definition

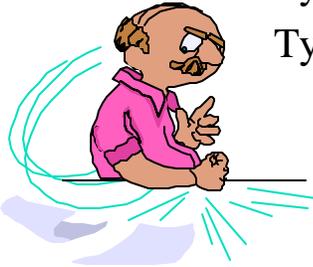
Workplace violence: Unwelcome harassment, threats, or attacks causing fear, mental or physical harm, or unreasonable stress in the workplace.

Ask the audience to suggest examples that fit this definition.

- Verbal threats to inflict bodily harm
- Attempting to cause physical harm: Hitting, kicking, striking, pushing, biting, scratching or other aggressive acts
- Disorderly conduct such as shouting, throwing or pushing objects, punching walls, and slamming doors.
- Verbal harassment; abusive or offensive language; gestures or other discourteous conduct
- Making false, malicious, or unfounded statements against co-workers to damage their reputation or undermine their authority
- Bringing guns or other weapons to the workplace
- Unwelcome sexual advances

VIWP Types

Type I	Criminal
Type II	Client, customer, patient
Type III	Employee
Type IV	Personal relationship



Ask the audience to suggest examples of each type.

Type I: robber, arsonist, terrorist, rapist, sociopath, “road rage” maniac, any stranger doing harm

Type II: client, customer, patient, student, inmate, relative, vendor, contractor

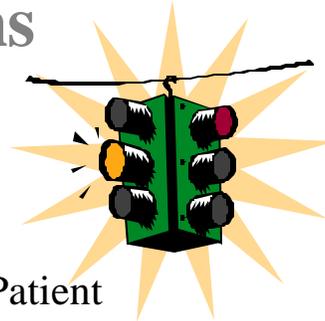
Type III: employee, supervisor, former employee

Type IV: Someone having a personal relationship with an employee (real or imagined), boyfriend/girlfriend, spouse, former spouse, parent, in-law, supposed friend, acquaintance, admirer

Ask the audience: Is it important to classify them by types? If so, why?

Answer: Different types may require different solutions to prevent them.

Warning Signs



- Type I Criminal
- Type II Client, Customer, Patient
- Type III Employee
- Type IV Personal Relationship

Ask Audience to suggest examples or warning signs of each type

Type I Criminal (robberies, assaults, personal attacks, arson, etc.)

Increased crime in the area

Incidents in similar industry or workplace

Employee concerns

Special or unique conditions: time of year, local events

Poor or no security

Poor environmental design (lack of adequate lighting, obstructed view)

Type II Client, Customer, Patient

Increased number of complaints from a client, customer, patient

Increased number of complaints with one product or service

Security breaches

“Close call”

Employee concerns

Type III Employee

Has a history of interpersonal conflict, is argumentative or uncooperative

Has difficulty accepting authority or criticism

Tends to blame others for problems

Decreased social connection with little or no family support

Significant changes in behavior, performance, or appearance

Substance abuse

Type IV Personal Relationship

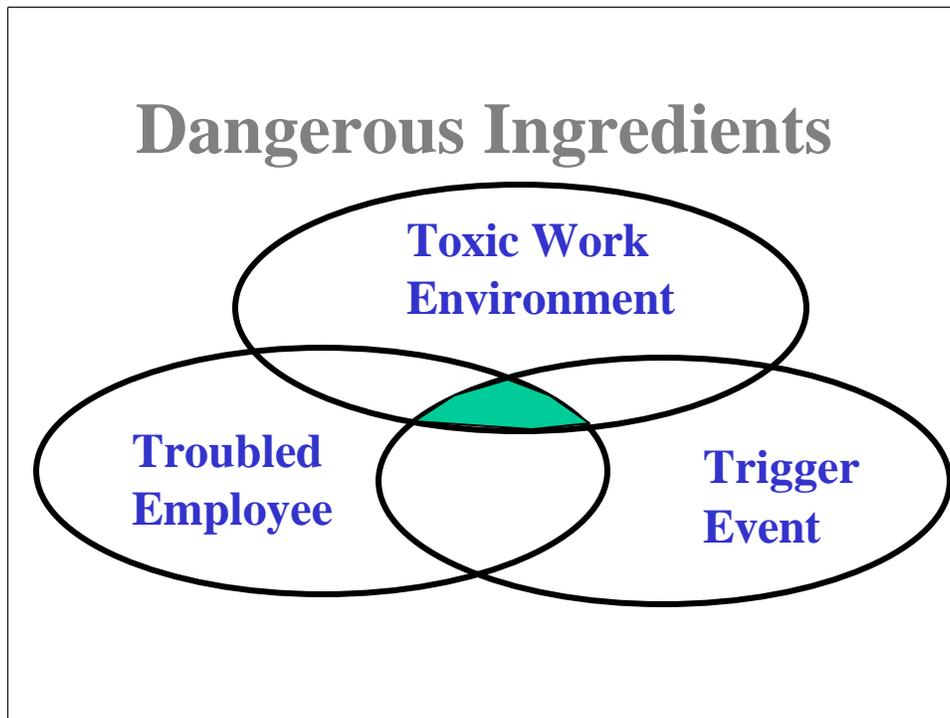
distraught employee

evidence or claims of harassment

suspicious person on property

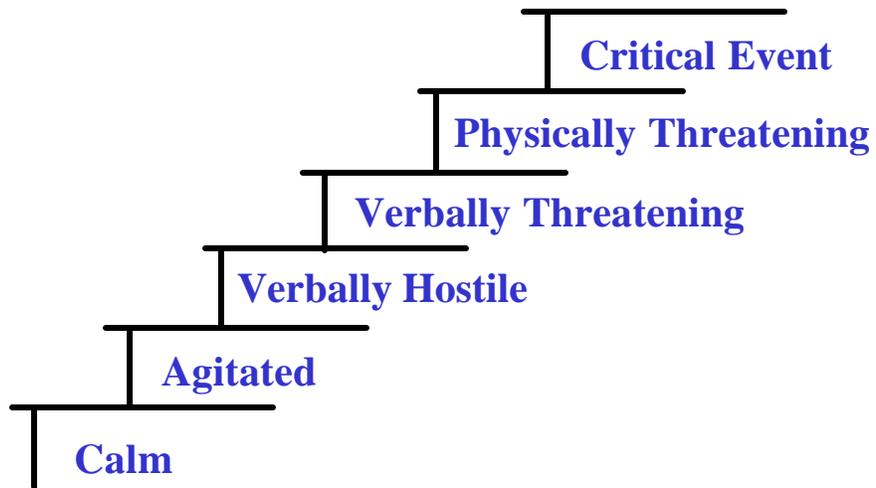
domestic spillover

Dangerous Ingredients



When these 3 items exist in the workplace, there is the potential for an incident to occur.

Personal Anger Escalation



Sometimes we can see a person getting increasingly angry.

Does your company have a policy on when to call for outside help?

Prevention

- Management commitment & leadership style
- Pre-hiring checks
- Employee involvement
- Zero Tolerance Policy



Ask audience to suggest preventive subpoints for each bullet item.

Management commitment & leadership style

Recognize potential problem, commit organizational resources

Use labor-management partnership

Be a skilled communicator, facilitator, expeditor

Be fair, honest, open

Implement a VIWP Policy,

Pre-hiring checks

Criminal background check

Driving record (if applicable)

Check references carefully from previous employers, supervisors, coworkers

Ask open-ended questions during the interview

Verify credentials

Test for drug use

Employee involvement

Participation and support in determining policies

Assist with risk assessment

Helping co-workers deal with stress

Communication throughout the organization

Input on training needs

Zero tolerance policy – written down and approved by management

Elements (purpose, definitions, reporting procedure, investigation, disciplinary action)

Non-retaliation

Clear expectations

Forms for reporting incidents

Organizational “buy-in”

Prevention continued

- Risk assessment
- Crisis team
- Training
- Documentation



Risk assessment

Workplace security analysis / Police reports

Analysis of accident and medical reports

Customer flow / Hours of operation

Restricted areas

Treatment of customers / clients

Training of personnel

Organizational climate (caring, trusting, positive environment)

Installation of panic-buttons in high risk areas (receptionist station)

Crisis team

Represents the entire organization

Serves as employees' liaison to management/union

Addresses policies and procedures, training needs, documentation, etc.

Coordinates and communicates to employees

Training Topics

VIWP: what it is

Workplace violence prevention policy

Assault risk factors

Recognizing warning signs

Diffusing volatile situations

Ways to protect oneself & co-workers

Incident reporting

Documentation

Purpose of documentation (to determine severity, to evaluate control methods, to identify training needs)

Injuries, incident reports

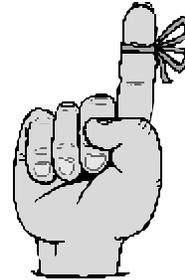
Risk assessment results

Corrective actions

Training

Summary

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- Assess the risk of violence
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- Train all employees



Additional resources

Bensimon, Helen Frank. "What to Do About Anger in the Workplace." *Training & Development*, September 1997, 28-32.

Combating Workplace Violence: Guidelines for Employers and Law Enforcement. International Association of Chiefs of Police, Private Sector Liaison Committee, 1997. Public Domain.

Warchol, Greg. *Workplace Violence, 1992-1996*. Bureau of Justice Statistics Special Report (NCJ 168634). U.S. Department of Justice, Office of Justice Programs, Bureau of Justice Statistics, June 1998. Public Domain.

Workplace Violence: Don't Be Caught Offguard! BWC Focus Magazine. Bureau of Workers' Compensation, Columbus, Ohio. Vol.1, Issue 4, Summer 1998, pp. 4-9. Public Domain.

Violence in the Workplace: Risk Factors and Prevention Strategies. NIOSH Current Intelligence Bulletin 57, June 1996. NIOSH Publication No. 96-100. Cincinnati, Ohio. U. S. Department of Health and Human Services, Centers for Disease Control and Prevention. Public Domain.

Student Handouts

Violence in the Workplace

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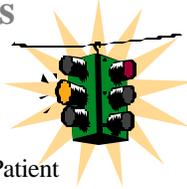
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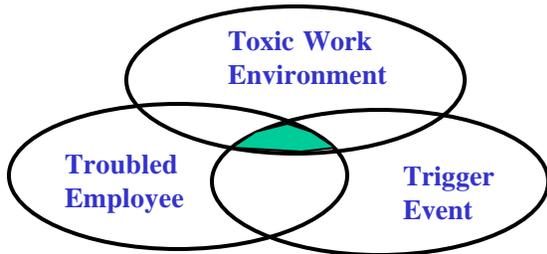


Warning Signs

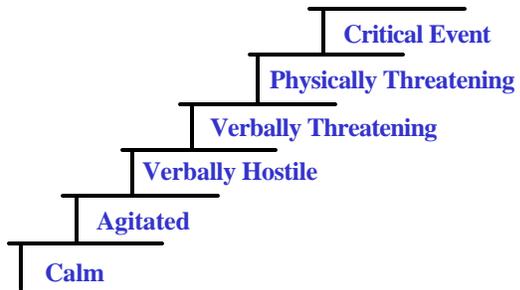
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Dangerous Ingredients



Personal Anger Escalation



Prevention

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