

**OSC | 10**  
Ohio Safety Congress & Expo

**Workplace violence strategy: Identify, deter and prevent**  
326  
Timothy Dimoff

Wednesday, March 31, 2010 4 to 5 p.m.

www.sacsconsulting.com  
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#1 with solutions to high-risk workplace issues!

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**Workplace Violence**  
(SSV)



**Workplace Rage**

**“In an environment where you think people are satisfied with their jobs, there is often an undercurrent of anger and resentment aimed at the workplace that could potentially lead to rage.”** Donald Gibson  
Yale School of Management



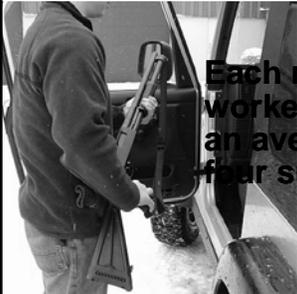

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- One survey revealed 75% of respondents are dissatisfied with their work lives.



**Don't Take Workplace Violence Lightly**



**Each month, American workers are murdering an average of three to four supervisors!**



## Rates of Violent Incidents

Every workday, perpetrators:

1. Harass 43,800 Others
2. Threaten in Excess of 16,400
3. Attack 723 Workers (OSHA)



## Ticking Time Bomb

Every Year...

1. Two Million Workplace Assaults
2. One Thousand Workplace Murders



## Cost to American Business



- Between \$6 and \$36 billion annually.
- Negligent hiring & retention out-of-court settlements average more than \$500,000.
- Jury verdicts average about \$3 million.



## How Bad Is It?

American Management Association Study:  
50% of companies surveyed reported violent incident within the last four years

Society for Human Resource Management:  
57% of H.R. professionals reported violent incident within last three years



## Duty of Employer...

To protect employees and frequenters.



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To furnish safe place of employment.

## Workplace Security



**Not My Company!**



## Workplace Security

**Can Anyone Walk into Your Business?**



### Obvious Types of Workplace Violence

- Bombings
- Shootings
- Hitting
- Fighting
- Screaming
- Threats



### Not-so-Obvious Types of Workplace Violence

- Harassing
- Stalking
- Equipment sabotage
- Building sabotage
- Other irrational responses (throwing, defecating, etc.)



### Acts of Violence in the Workplace

**48%**

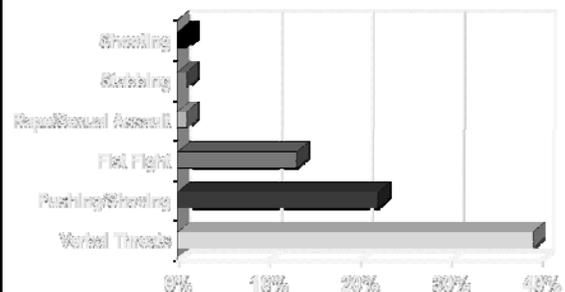
**...of employees said that there had been a violent incident at their companies in the past year.**

**45%**

**...of employees are worried that violence would erupt at their workplaces.**



### Violent Incidents in the Workplace

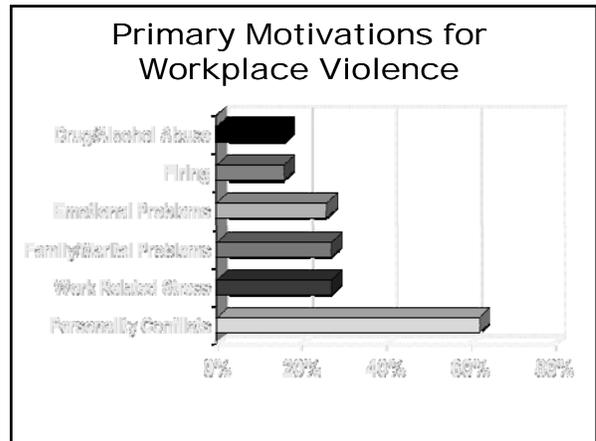


### Violent Incidents in the Workplace

**The majority of violent workplace incidents start with low level confrontations...**



**...then escalate if unresolved!**

### Violent Incidents in the Workplace

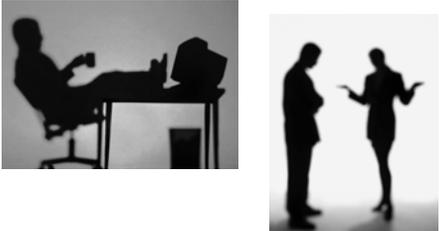


**Employee-on-employee confrontations are skyrocketing!**



### Workplace Violence Affects Employees

**A few negative employees can poison your workforce!**




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- Male
- 30-45 Years of Age
- Abusing drugs/alcohol on and/or off job
- Unstable work history
  - Job hopping
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- **Poor customer relations**
- **Loner**
  - No family ties
  - Few friends—if any
  - Divorced/getting divorced



### Workplace Violence Profile:

- **Resentful, easy to anger**
- **Blames others for his problems/misfortune**
- **Never assumes responsibility for their situation & problems**
- **Violent lifestyle (bar room brawls or street fights)**



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- **Unable to cope with disappointment or frustration**
- **Paranoid**
- **Credit problems**
- **Brings weapon to work**
- **Makes revenge threats**



### Security Plan

#### Identify:

- **Risks**
- **Solutions**
- **Cost**
- **How to Improve**



**Have a 5-year plan!**



***"We like to think that the workplace is safe..."***



***“We like to think that the workplace is safe...***

***...but in reality Americans are bringing their PROBLEMS and VIOLENCE to the workplace.”***

Tim Dimoff



## Workplace Violence



**Q & A**