

# WORKPLACE VIOLENCE

*A listing of materials available  
at the Justice Institute Library*

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## GENERAL BOOKS

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**Combating Workplace Violence: Guidelines for Employers and Law Enforcement** prepared by the Defense Personnel Research Center (PERSEREC). Alexandria, Va.: International Association of Chiefs of Police. (HF 5549.5 E43 C648 1996)

**Coping with Violence: A Guide for the Human Services** by Vaughan Bowie. Sydney, N.S.W.: Karibuni Press. (HV 40.35 B685 1989)

**Corporate Personnel Protection: Developing and Executing an Effective Program Within a Business Corporation** by Richard B. Cole. Springfield, Ill.: C.C. Thomas. (HV 8290 C627 1997)

**Crime Prevention in the Workplace.** Surrey, B.C.: British Columbia Crime Prevention Association. (HV 7431 C7564 1999)

This package equips a presenter with overheads, a PowerPoint disk and a manual to lead a workshop on reducing crime and the fear of violence in the workplace.

**The Essentials of Aggression Management in Health Care** by Steven S. Wilder and Chris Sorensen. Upper Saddle River, N.J.: Prentice Hall. (R 727.2 W554 2001)

**Fear and Violence on the Job: Prevention Solutions for the Dangerous Workplace** by Steve Albrecht. Durham, N.C.: Carolina Academic Press. (HF 5549.5 E43 A35 1997)

**Good Practice in Risk Assessment and Risk Management** edited by Hazel Kemshall and Jacki Pritchard. London, England: Jessica Kingsley Publishers. (HV 40 G65 1996)

**Guidelines for Preventing Workplace Violence for Health-Care and Social-Service Workers.** [Washington, D.C.?]: U.S. Dept. of Labor, Occupational Safety and Health Administration. (HF 5549.5 E43 G83 2003)

<http://www.osha-slc.gov/Publications/osha3148.pdf>

**Human Resources Guide to Preventing Workplace Violence** by Norman A. Keith. Aurora, Ont.: Aurora Professional Press. (HF 5549.5 E43 K438 1999)

**Preventing Violence in Health Care: Five Steps to an Effective Program.** Richmond, B.C.: Workers' Compensation Board of British Columbia. (HF 5549.5 E43 P738 2000)

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**Preventing Violence in the Workplace.** Waterford, Conn.: Bureau of Business Practice.  
(HF 5549.5 E43 P74 1994)

**Preventing Workplace Violence: A Guide for the BC Public Service.** Victoria, B.C.: B.C. Public Service Employee Relations Commission. (HF 5549.5 E43 P748 1996)

**Preventing Workplace Violence: Positive Management Strategies** by Marianne Minor. Menlo Park, Calif.: Crisp Publications. (HF 5549.5 E43 M56 1995)

**Protection of Workers from Violence in the Workplace.** Victoria, B.C.: Public Service Employee Relations Commission. (HF 5549.5 E43 P758 1997)

**Risky Business: Managing Employee Violence in the Workplace** by Lynne Falkin McClure. New York: Haworth Press. (HF 5549.5 E43 M39 1996)

**Safe at Work: Strategies for Preventing Workplace Violence in School Settings: Workshop Resource Manual.** New Westminster, B.C.: Justice Institute of British Columbia.  
(LB 3013.3 S238 1997 Ref-Circ) (Shelved in Course manuals section)

**Stopping the Violence Starts Here! A Guide to Ending Workplace, Family and Community Violence** by Brenda Dafoe and Julie Mason. Vancouver, B.C.: Brenda A. Dafoe & Associates.  
(HF 5549.5 E43 D236 1996)

**Take Care: How to Develop and Implement a Workplace Violence Prevention Program.** Richmond, B.C.: Workers' Compensation Board of British Columbia. (HF 5549.5 E43 T233 1995)

**Taming the Beast: Getting Violence Out of the Workplace,** 1<sup>st</sup> ed. by Frema Engel. Westmount, Que.: Ashwell Pub. (HF 5549.5 E43 E544 1998)

**Violence — Assessing Risks, Managing Incidents.** Arlington, Va.: Security Management.  
(HF 5549.5 E43 V563 1995)

**Violence at Work: Causes, Patterns and Prevention** edited by Martin Gill, Bonnie Fisher, and Vaughan Bowie. Cullompton, England: Willan. (HF 5549.5 E43 V53 2002)

**Violence at Work: Findings From the British Crime Survey** by Tracey Budd. London, England: Home Office, Research, Development and Statistics Directorate. (HV 5549.5 E43 B834 1999)

**Violence at Work: How to Make Your Company Safer for Employees & Customers** by Joseph A. Kinney. Englewood Cliffs, N.J.: Prentice Hall. (HF 5549.5 E43 K56 1995)

**Violence in Health Care: A Practical Guide to Coping with Violence and Caring for Victims** edited by Jonathan Shepherd. Oxford, England: Oxford University Press. (R 727.2 V56 1994)

**Violence in Institutions: Understanding, Prevention, and Control** by Marnie Rice. Toronto, Ont.: Lewiston, N.Y.: Hogrefe & Huber. (HV 9025 V56 1989)

**Violence in Our Schools, Hospitals and Public Places: A Prevention and Management Guide** by Eugene D. Wheeler & S. Anthony Baron. Ventura, Calif.: Pathfinder Publishing of California. (HV 90 V5 W48 1994)

**Violence in the Workplace: A Prevention and Management Guide for Businesses** by S. Anthony Baron. Ventura, Calif.: Pathfinder Publishing of California. (HF 5549.5 E43 B39 1993)

**Violence in the Workplace in British Columbia: A Preliminary Investigation: A Study** by Neil Boyd. Burnaby, B.C.: Simon Fraser University, School of Criminology. (HV 6618 B684 1993)

**Violence in the Workplace: Prevention Guide.** Hamilton, Ont.: Canadian Centre for Occupational Health and Safety. (HF 5549.5 E43 V568 1999)

**Violence on the Job: Identifying Risks and Developing Solutions** edited by Gary R. VandenBos and Elizabeth Q. Bulatao. Washington, D.C.: American Psychological Association. (HF 5549.5 E43 V564 1996)

**The Violence-Prone Workplace: A New Approach to Dealing with Hostile, Threatening, and Uncivil Behavior** by Richard V. Denenberg and Mark Braverman. Ithaca, N.Y.: ILR Press. (HF 5549.5 E43 D46 1999)

**Workplace Murder in 2004: How Will Small Departments Be Impacted? Technical Report** by Michael J. Cronin. Sacramento, Calif.: Commission on Peace Officer Standards and Training. (HV 8079 H6 C765 1995)

**Workplace Violence: A Continuum from Threat to Death** by Mittie D. Southerland, Pamela A. Collins and Kathryn E. Scarborough. Cincinnati, Ohio: Anderson Publishing. (HF 5549.5 E43 S688 1997)

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**GENERAL VIDEOS**

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- V2388      **Containing Workplace Violence in Corrections** (video, 29 minutes)  
The purpose of this program and training guide is to make corrections staff more aware of the problem of workplace violence in the correctional environment. Specifically, this addresses conflict between staff members, which might involve threats, harassment, intimidation, property damage, assaults, and the like. (Lockup USA)  
(HV 8763 C658 2000)
- V2692      **Defusing the Explosive Customer** (video, 40 minutes)  
First in a series of three programs (Street Smart from 9 to 5) presenting dramatizations with commentary designed to help managers recognize and defuse potentially violent conflicts in the workplace. This segment shows how to recognize how customers' behaviors change as they become angry, how to relieve tension in a potentially violent customer, how to set limits, and how to give bad news. (National Crisis Prevention Institute, Inc.) (HF 5415.5 D434 1995)

- V1644      **Diffusing Hostility Through Customer Service** (video, 25 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, focusing on customer service situations. Topics include: avoiding defensiveness and escalation, setting limits on verbal abuse, and physical threats. (New Vision Media Ltd.) (HD 42 D534 1994)
- V1438      **Drawing the Line** (video, 30 minutes)  
Provides viewers with critical skills on assessing and diffusing aggression on the job. Also offers ideas for discussion and problem solving. Shows a variety of work situations in which patients display aggressive behaviour toward health care staff. The program focuses on prevention, communication skills, intervention strategies, and follow-up meetings on abusive incidents. Follow-up meetings review the incident and evaluate ways to reduce future risk. Acute care and community care settings are illustrated. Includes Facilitator's guide, Set-up and operations manual for Emergency Response Teams (ERT), Program development manual for Critical Incident Stress Management (CISM) and Policies & procedures guidelines. (B.C. Health Association) (RT 86.3 D724 1993)
- V2484      **Managing Aggressive Behaviour** (video, 10 minutes)  
This video shows how to use non-harmful physical control strategies in a hospital environment. These strategies use body mechanics, leverage and surprise to control potentially violent patients. (Health Association of B.C.) (RT 86.3 M253 1990)
- V2693      **Managing Employee Hostility** (video, 40 minutes)  
Second in a series of three programs (Street Smart from 9 to 5) presenting dramatizations with commentary designed to help managers recognize and defuse potentially violent conflicts in the workplace. This segment shows how to recognize early warning signs of potential hostility from an employee; how to use body language, personal space and paraverbal communication to defuse an employee's hostility; how to set limits with hostile or irrational employees, co-workers, or third parties; how to defuse conflicts between co-workers before they become physical fights; how to conduct employee terminations in the safest and most professional manner; how to get reluctant employees to comply with company policies or assignments to which they object; and how to keep calm if verbally attacked. (National Crisis Prevention Institute, Inc.) (HF 5549.5 E43 M254 1995)
- V1643      **Managing Harmony** (video, 27 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, focusing on the role of managers in the resolution process. Topics include: employee self-esteem, organizational change and values, effective use of authority, mediating disputes, and acting on harassment. (New Vision Media Ltd.) (HD 42 M244 1994)
- V1642      **Opening the Right Doors** (video, 26 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, exploring management and resolution techniques. Topics include: listening/venting/compromise, organizational values, diffusing hostility, and drawing the line on abuse, intimidation and harassment. (New Vision Media Ltd.) (HD 42 O647 1994)

- V2694      **Responding to Violence at Work** (video, 30 minutes)  
Third in a series of three programs (Street Smart from 9 to 5) presenting dramatizations with commentary designed to help managers recognize and defuse potentially violent conflicts in the workplace. This segment shows how to reduce the chances of being in a violent incident, how to protect yourself if you are physically assaulted, how to respond to someone who confronts you with a weapon, and how to activate violence response procedures. (National Crisis Prevention Institute, Inc.) (HF 5549.5 E43 R488 1995)
- V1783      **Surviving the Workplace Jungle** (video, 29 minutes)  
(RESTRICTED TO IN HOUSE)  
Looks at how the physical aspects of your workplace may impact on the risk of violence. Encourages awareness of: seriousness of threats of violence; possible prevention procedures and measures; sources of information which can contribute to informed, accurate and detailed risk assessment; and, training to minimize violence in the workplace. (Electrolab Training Systems) (HF 5549 E43 S878 1995)

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**COURTHOUSES - SECURITY MEASURES**

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**Courthouse Violence: Protecting the Judicial Workplace** edited by Victor Flango and Don Hardenbergh. Thousand Oaks, Calif.: Sage Publications. (KF 8719 A2 C688 2001)

*For more information on dealing with violence in specific environments, consult the following headings in our library catalogue:*

- Correctional personnel - Safety measures
- Emergency management - Safety measures
- Emergency medical personnel - Safety measures
- Fire fighters - Safety measures
- Police - Safety measures

**Last updated:**              **October 6, 2003**