

**“People often believe that when a crisis situation arises people will rise to the occasion, however, more often people will rise to the level of their preparation”**

**Unknown Fire Chief**



**Training is one of the most effective means of preparing your workforce to the prevent workplace violence and to handle the unexpected.**

### **Courses Available to be Presented at Your Facility**



#### **Manager's Role in Preventing Workplace Violence**

##### **Brief Description**

Focuses on identifying the seven keys steps in implementing a comprehensive violence in the workplace prevention effort and defining manager' role in overall implementation of the program.

##### **Target Audience**

Executives, managers who manage other managers and supervisors, members of Workplace Violence Prevention Committee



## **Workplace Violence Prevention for Supervisors**

### **Brief Description**

Focuses on increasing supervisory personnel's awareness of the scope of the problem of workplace violence, the legal implications, company's policy on workplace violence, early warning signs and how to use them, methods for de-escalating potentially hostile situations and how to enlist employee support in helping to prevent workplace violence.

### **Target Audience**

Managers, Supervisors



## **Workplace Violence is Everybody's Business**

### **Brief Description**

Focuses on increasing employee's awareness of the scope of the problem of workplace violence, knowledge of the company's policy on workplace violence, early warning signs, methods for de-escalating potentially hostile situations and employee's role in supporting the firm's workplace violence prevention effort. Special attention is focused on the importance of reporting threats and incidents to give management a chance to intervene before violence occurs.

### **Target Audience**

All employees



## **Managing Domestic Violence in the Workplace**

### **Brief Description**

Focuses on increasing the awareness of manager, supervisors and/or employees regarding the impact of domestic violence issues spilling over into the workplace and how to effectively deal with this personal and highly charged issue. This module is generally presented as part of one of the other courses, however, it can also be offered as stand along workshop.

### **Target Audience**

Managers and supervisors



## **The Complete Hiring Process to Screen for Violent Prone Individuals**

### **Brief Description**

This program is for personnel that directly participate in the selection and hiring of employees. It focuses on how to apply selection techniques to screen out potentially violent persons before he/she is hired. Participants learn how to use behavioral interviewing techniques, questions specifically designed to identify potential hostile persons as well as gain an understanding of the legal implications relating to selection and potentially violent persons in the American Disabilities Act and EEOC guidelines. In addition participants will learn the appropriate use of pre-employment tools and the latest information available about employment testing, reference checking, job descriptions as well as other selection processes the Institute has developed.

### **Target Audience**

Managers, supervisors, recruiting staff and others involved in hiring people



## **The Violence Prone Organization**

### **Brief Description**

The focus of the course is to move beyond focusing only on an individual's propensity to become violent or his level of threat/dangerousness and recognizing the potent role that an organizations' environment can play in heightening the potential for violence to occur as well. Participants will learn:

- the seven factors that increase the likelihood of violence in an organization.
- the three primary variables that must be present for violence to occur and how to appropriately intercede to interrupt the aggression progression cycle towards violence.
- the NIX Organization Model for Preventing Workplace Violence and how to implement a 'Zero Incidence' approach to violence prevention that goes beyond zero tolerance.

### **Target Audience**

Executives, managers, Senior Human Resource, Organization Development, Safety and Security Staff



## **Dealing with Hostile Persons in the Workplace: The Aggressive Behavior Management Toolkit**

### **Brief Description**

This course is primarily targeted at people whose jobs involve dealing directly with the public or clients in positions such as over-the-counter personnel, customer service representatives, civil rights/discrimination complaint takers, motor vehicle counter representatives, etc. It 'goes beyond' dealing with difficult people to teaching participants how to prevent aggressive behavior from escalating towards violence. Content areas include assessment of and enhancing emotional

intelligence and conflict resolution skills as well as increasing understanding the role that each individual can play role in escalating hostile behaviors and how to stay calm when confronted with hostile situations.

### **Target Audience**

Positions that deal directly with clients, customers or the public



### **Workplace Violence Prevention for Field, Customer Service and Community Based Employees**

#### **Brief Description**

The program focuses on increasing the awareness of field employees about the emerging issue of workplace violence and how it relates to their role in providing services directly to clients. The targeted audience is employees who do not work in an office, but are primarily out in the field dealing directly with the public or clients, e.g., visiting nurses, home health aides, social service workers, child service workers, psychiatric evaluators, probation officers, gas and utility workers, phone and cable TV installers, letter carriers, code inspectors, etc. Participants will gain an understanding of the process and tools necessary to recognize potential 'problem areas' in advance using risk identification and crime mapping techniques. In addition, participants will learn early recognition of potential hostile behavior techniques, how to spot triggering events and ways to effectively anticipate, recognize and react to these behaviors. Additionally participants will learn how to react should an incident start to escalate, with a primary focus on interacting with clients and residents in a respectful manner.

### **Target Audience**

Personnel that regularly work out in the field and are not located in an office building



### **Support Staff's Role in Preventing Workplace Violence**

#### **Brief Description**

In many organizations the support staff (human resources, risk management, safety, security, training, etc.) is given the lead role in addressing workplace violence prevention and therefore, must oftentimes possess a high level of expertise in understanding how to appropriately address workplace violence. This workshop is focused on understanding the overall role of a Threat Management Committee, the fundamentals of an effective workplace violence prevention program, and the tools and resources necessary to be successful. Special emphasis is placed on the unique role that the support staff can play and how to lead the organization to implement an effective workplace violence prevention program.

### **Target Audience**

Safety, Occupational Health, Security, Human Resources, Risk Management, training and Legal staff