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#1 with solutions to high-risk workplace issues!



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SACS



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Help and Healing for Victims of Crime

Workplace Violence



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



Rates of Violent Incidents

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Rates of Violent Incidents

Every workday, perpetrators:

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



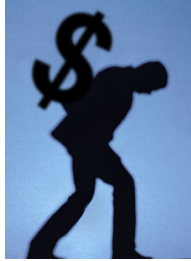
Ticking Time Bomb

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



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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.



Duty of Employer...

To protect employees and frequenters.



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.



Acts of Violence in the Workplace

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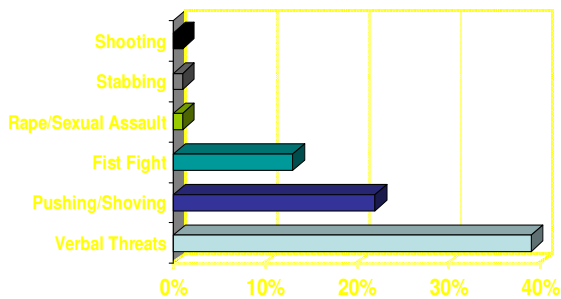
...of employees said that there had been a violent incident at their companies in the past year.

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...



Violent Incidents in the Workplace

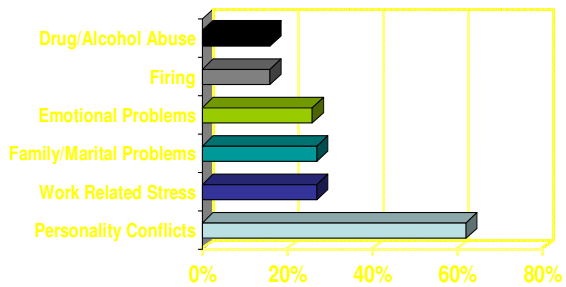
The majority of violent workplace incidents start with low level confrontations...



...then escalate if unresolved!



Primary Motivations for Workplace Violence



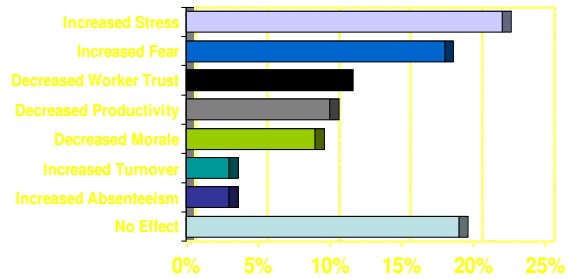
Violent Incidents in the Workplace



Employee-on-employee confrontations are skyrocketing!

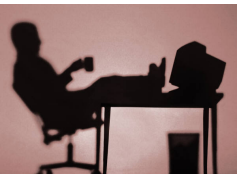


Workplace Violence Affects Employees



Workplace Violence Affects Employees

A few negative employees can poison your workforce!







- ### Workplace Violence Profile:
- Male
 - 30-45 Years of Age
 - Abusing drugs/alcohol on and/or off job
 - Unstable work history
 - Job hopping
 - Disciplinary problems
- 

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- **Very uncooperative with supervisors**
 - Threatens supervisors
 - Files repeat grievances
- **Intimidates fellow employees**
- **Poor customer relations**



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- **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



Reasons for Underreporting

- Not clear what & when to report
- Lacking specified policy & process



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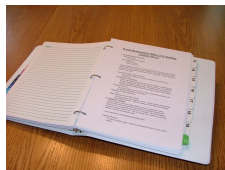
- Not clear what & when to report
- Lacking specified policy & process
- Afraid of not being taken seriously
- Afraid of negative consequences
- Shame & embarrassment
- No trust in system



Security Plan

Identify:

- Risks
- Solutions
- Costs
- 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
