

Violence in the Workplace

<http://www.ulm.edu/hr/policies/WPVPOLICY.htm>

Violence is any threat or assault on an individual that has the intention or results in physical and/or psychological damage.

Types of Violence:

- ◆ Physical
- ◆ Verbal
- ◆ Psychological

Types of Threats:

- ◆ Direct
- ◆ Veiled
- ◆ Conditional

Sources of Workplace Violence:

- ◆ By strangers, vendors, contractors, etc.
- ◆ By students or clients
- ◆ By co-workers
- ◆ By personal relations

Effects:

- ◆ Physical Injury
- ◆ Psychological / emotional damage
- ◆ Interruption in business
- ◆ Increased Costs: medical , additional security, etc.
- ◆ Damaged public image

How can I prevent workplace violence?

You can prevent workplace violence by doing the following:

- √ Secure your workplace daily
- √ Always be aware of your surroundings
- √ Know where the exits in your building are located
- √ Implement a “buddy System” - do not work alone
- √ Leave with your keys in your hand

Threats can be considered an incident. Reporting will enable administration to try and address the issue before it becomes worse.

- √ Move your vehicle closer if working late. Call University Police and have them provide an escort for you to your vehicle if necessary.
- √ Maintain an ability to communicate—if you are working alone let University Police know so that they can check on you.
- √ Always escort all visitors/ vendors in the workplace.
- √ Report ALL incidents of workplace violence. An incident can occur without a physical attack or crime.
- √ Inform management of all restraining orders-- notify your supervisor and University police.

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- * Working Alone
- * High Risk Environments
- * Working with limited or no means of communication
- * Financial Responsibilities— i.e. making deposits
- * Nature of Service Provides—i.e. law enforcement
- * Unrestricted movement of public in the workplace
- * Low staffing during peak hours
- * Lack of employee training
- * Lack of program implementation

Risk Factors

When resolving workplace conflicts remember the following in order to prevent violence:

- ≈ Do not get physical
- ≈ Do not over- react
- ≈ Do not take the challenge
- ≈ Be a good listener
- ≈ Find out what is really being said
- ≈ Give them space
- ≈ Watch what you say non-verbally— body language
- ≈ Use consequences, NOT threats

If a Workplace Violence Incident Occurs:

- **Report the incident immediately!** Call the university police if necessary.
- Seek medical attention to treat injuries if necessary.
- Report the incident to Human Resources and complete the appropriate forms.
- Thoroughly investigate the incident. Get written statements from all involved. Take pictures for documentation.
- Workplace violence committee will review the incident and offer recommendations to prevent recurrence.

WARNING SIGNS

Personality Traits:

- Low Self- Esteem
- Low Productivity
- Low Impulse Control
- Lacks Empathy
- Social Withdrawal
- Feelings of Rejection
- Resists Change
- Feelings of being picked on
- Easily frustrated
- Challenges authority

What to look for...

- Obsessive behavior
- Increased absenteeism
- Chemical dependency
- Verbal threats or threatening actions
- History of discipline problems
- Depression & Isolation
- Defensiveness
- Emotional Outbursts
- Interests in weapons
- Self-destructive behavior



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