WORKPLACE VIOLENCE WORKSHOP

Discussion question:
Is violence part of our human nature, learned, an outcome of life’s frustrations, or driven by society?

Causes of workplace violence: ________________________________

PREDICTIVE FACTORS FOR JUDGING RISK
- Appearance
- Your own feelings
- Past and recent violent behaviors
- History of family violence
- No social support
- Situational stressors
- Environmental stressors
- Substance abuse
- Disordered thoughts
- Responses to treatment
- Mental/medical problems

SIGNALS OF POTENTIAL VIOLENCE

Body Movements: ____________________________________________

Speech: ____________________________________________________

Facial cues: _______________________________________________

Discussion question: How can your own inner reactions give you an indication of potential danger?

Prevention: the Assault Cycle Phases
1. TRIGGERING
2. ESCALATION
3. CRISIS
4. RECOVERY
5. POST-CRISIS DEPRESSION
De-escalating Strategies

VERBAL COMMUNICATION

NON-VERBAL COMMUNICATION

CLARIFYING THE RELATIONSHIP

STAYING CALM

ALTERING THE ENVIRONMENT

YOUR PREFERRED CONFLICT APPROACH

To determine your approach or style to conflict, read the following five statements. Select the one and only one approach that best represents your style, even if you do not follow this approach all the time.

1. I’m generally firm in pursuing my goals. I try to show others the logic and benefits of my position. If they are equally committed to their position, I make a strong effort to get my way by stressing my points. I give in reluctantly.

2. I try to find a middle-ground solution. I’m willing to give up some points if it will lead to a fair combination of gains and losses for both parties. To speed up the resolution, I’ll generally suggest that we try to reach a compromise, instead of stubbornly holding on to my position.

3. I try to avoid the tensions associated with disagreements by letting others take responsibility for solving the problem. If possible, I try to postpone dealing with the problem until I can cool off and take time to think it over. I often avoid taking controversial positions and try not to get upset when others express positions different from my own.

4. I try to soothe the other’s feelings so the disagreement doesn’t cause damage to our relationship. I try to diffuse the conflict by focusing on points of agreement. If the other person’s position seems very important to them, I will likely concede my own to keep harmony.

5. I attempt to get all of the concerns and issues out into the open. I frankly describe my position and ask that the other person do the same. I favor a direct discussion of disagreements to try to forge an agreement. It is not always possible, but I try to satisfy the wishes of both parties.

POINTS TO REMEMBER:

✓ Facilitate talking out thoughts and feelings
✓ Respond carefully
✓ Encourage problem solving
✓ Redirect
✓ Position yourself strategically
✓ Make eye contact carefully
✓ Mirror body language
✓ Set appropriate limits
✓ Equalize the relationship
✓ Stay calm, keep thinking
✓ Alter the environment
✓ Don’t ignore your intuition
✓ Be alert for potential weapons
✓ Prepare for emergency contacts
✓ Be alert for signs of potential violence
✓ Crisis intervention may be necessary