

11 - Workplace Violence: Safety Training

EH&S – MGA

Goals: This safety session should teach you to:

- A. Be aware of the potential sources of workplace violence.
- B. Know techniques to reduce the possibility of violent incidents.

OSHA Regulations: General Duty Clause Sec. 5(a)1

1. Most Workplace Violence Involves Robbery or Work With Unstable People

- A. Jobs that are most likely to have violent incidents include:
 - 1. Security and corrections work (e.g., armored car drivers, prison guards)
 - 2. Handling cash (e.g., banks, retail stores, taxi drivers)
 - 3. Working alone and/or late at night (e.g., gas stations or hotels)
 - 4. Emotional situations (e.g., hospital emergency room)

2. Some Workplace Violence Occurs When People ‘Snap’ Under Extreme Personal or Job-Related Pressure

- A. Work situations that may push the emotionally unstable to violence include:
 - 1. Losing a job or fear of losing a job
 - 2. Receiving a warning or reprimand
 - 3. Not receiving an expected raise or promotion
 - 4. Believing others are acting unfairly or showing hostility
 - 5. Holding a grudge against a supervisor or co-worker
- B. Personal situations that may lead to violence at work include:
 - 1. Emotional or mental illness that causes people to blame work for their problems
 - 2. Substance abuse, especially with drugs that cause violent behavior
 - 3. Jealousy, revenge, and similar reactions to rejection by a spouse or partner
 - 4. Inability to cope with overwhelming personal, financial, and/or health problems

3. Cooperate With Security Measures Designed to Prevent Violence

- A. Keep all security doors closed and locked.
- B. Wear an identification badge at all times.
- C. Don't lend your pass card, ID, or access code numbers to others.
- D. Don't bring weapons, drugs, or alcohol to work.
- E. Require visitors (even relatives or ex-employees) to sign in and wear name tags.
- F. Meet visitors in the reception area and escort them into and out of the building.
- G. Report any burned-out or inadequate lighting.
- H. Keep security and police phone numbers close at hand.
- I. Report any threats or frightening behavior.
- J. Keep purses and valuables locked up out of sight.
- K. Arrange a "danger signal" to use with co-workers.
- L. Alert security to strangers without identification in the work area.
- M. Inform security if you're being stalked, harassed, or fear being attacked at work.

4. Take Threats and Disturbing Behavior Seriously

- A. Co-worker or customer violence is rare. But the following behaviors may be danger signals, especially if they develop suddenly. A person may not become violent, but may need professional help if he or she:
 - 1. Threatens violence or talks about “getting even”
 - 2. Tries repeatedly to intimidate others
 - 3. Claims that others are out to “get” him or her
 - 4. Talks a lot about weapons
 - 5. Holds grudges and blames others for problems
 - 6. Displays frequent unreasonable anger
 - 7. Combines any of the above with substance abuse

5. Try to Reduce the Tension in Angry Situations

- A. If you’re attacked:
 - 1. Try to run away and yell to alert others to the attack.
 - 2. Hand over money, jewelry, etc., to a robber.
- B. Don’t threaten or yell at a person who threatens or gets unreasonably angry.
 - 1. Stay calm, polite, and respectful.
- C. Alert your supervisor or security to situations that are getting out of hand.

6. Cooperate With Investigations of Violent Behavior

- A. Don’t move or remove anything from an investigation scene without permission.
- B. Answer all questions from security personnel or police.

Summation: Help Prevent Violence in Your Workplace

Take advantage of security equipment and procedures and avoid actions that could provoke or lead to violence.