



Workplace Violence

Information Briefing



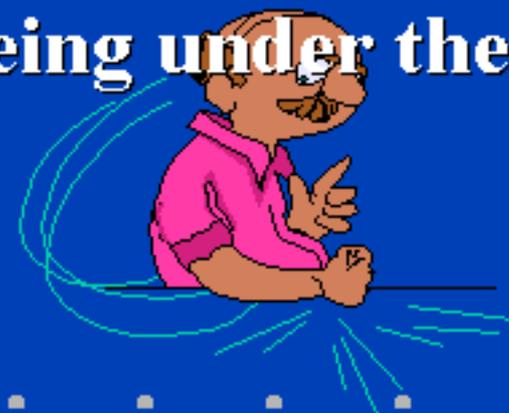
Presented By:

Office of Security @NOAA

WARNING SIGNS

(Continued)

- **Feeling of persecution (everyone is against me) paranoid behavior**
- **Repeatedly violates policies-rules**
- **Threatens co-workers (physically or verbally)**
- **Displays violent behavior (throws things, pounds fists, exhibits signs of being under the influence of drugs or alcohol)**



WARNING SIGNS

(Continued)

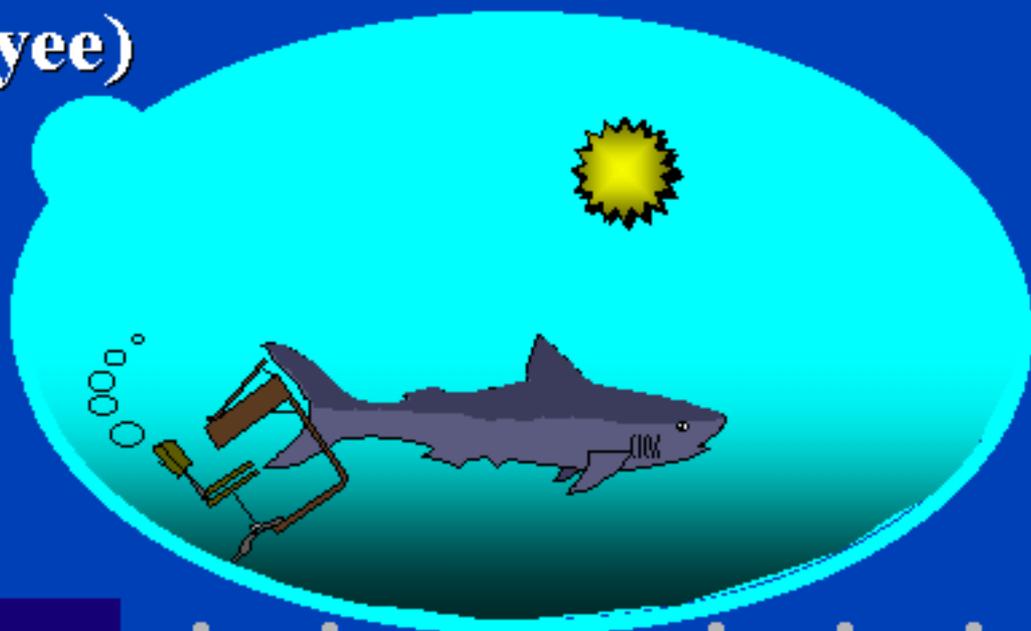
- **Intimidates others by instilling fear (bomb threats, phone calls, stalking)**
- **Verbalizes that something HAS TO HAPPEN!!!!!!**



WARNING SIGNS

(Continued)

- Does not take criticism well
(holds a grudge)
- I'm going to kill YOU!! (Or
another employee)



Warning Signs

- *Remember*
- **No one sign should be considered a definite indication that someone is or will become violent nor**
- **Do do they guarantee that an individual will become violent**
- **Look for patterns**

Common Violent Person Characteristics

- This is a guide
- Not all violent persons fit this mold

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Common Violent Person Characteristics

(Continued)

- **Male**
 - **Age 25 to 50**
 - **Poor self-esteem**
 - **Tends to be a loner**
 - **Owns several guns AND talks about them in the workplace**
 - **History of violent behavior**
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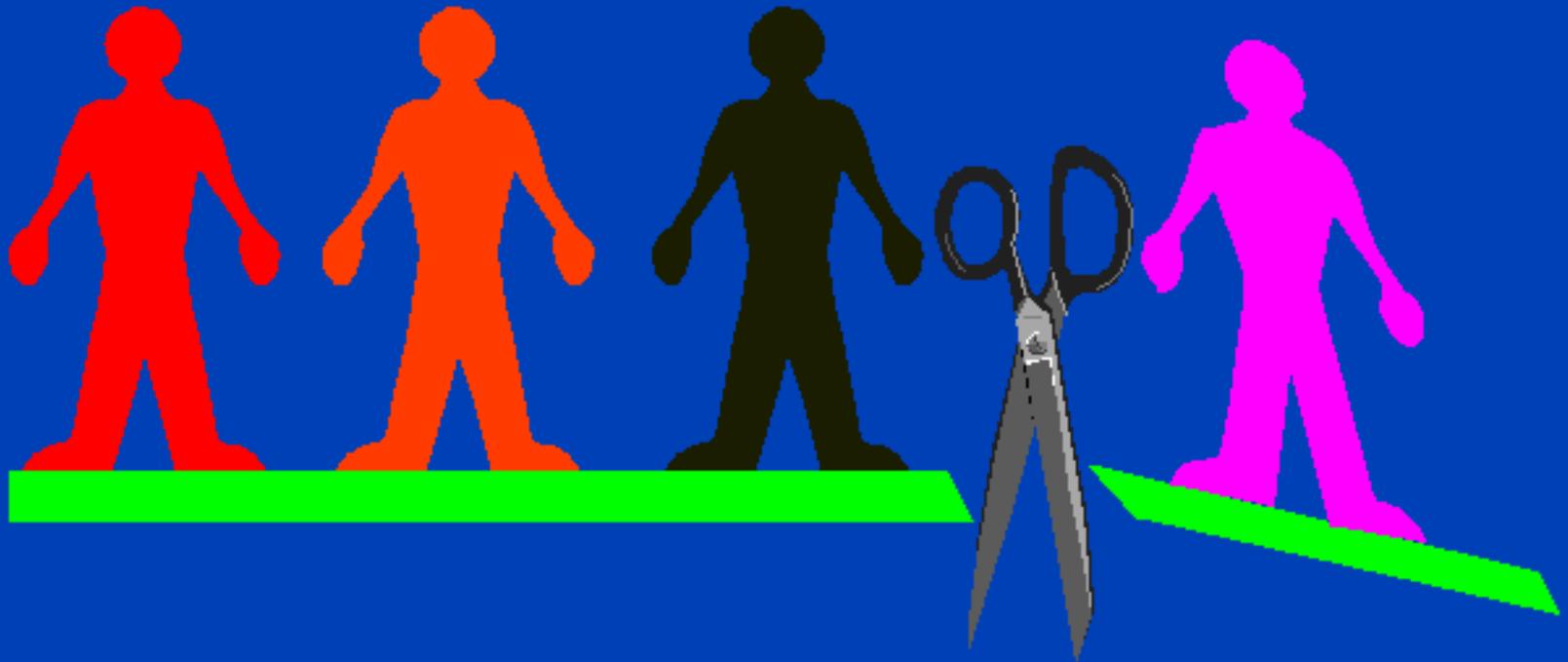
Common Violent Person Characteristics

(Continued)

- **History of substance abuse**
 - **Personal trauma in their life**
 - **Is under threat of removal or has been suspended for misconduct**
 - **Expresses desire to hurt others**
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A Violent Person Usually Feels...



...Left Out!

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A Violent Person Can Be And Looks Like...



Supervisor's Responsibilities

- Maintain a SAFE workplace
- Open lines of communication with all employees AND keeps them open
- Promptly refer troubled employees for counseling

Why This Training Is Necessary

- **NOAA and DOC care about their employees and want them to be able to recognize danger signals from disgruntled employees**
- **Employees and Managers need to know how to safely react to dangerous encounters**
- **OSHA -- federal law, 29 CFR 1960.8(a)**

HOW TO HANDLE DIFFICULT EMPLOYEES

DOCUMENT INAPPROPRIATE, BIZARRE, IRRATIONAL OR THREATENING BEHAVIOR - LET US KNOW....

- Routine call: 713-0954, (Security Office)
- Emergency: *911 or 713-0333 (Security Command Center)

• LISTEN AND WHEN APPROPRIATE COUNSEL EMPLOYEES

• RECOMMEND EMPLOYEE SEEK ASSISTANCE FROM THE HEALTH CLINIC OR EAP.

HOW TO HANDLE DIFFICULT EMPLOYEES

- **EXPLAIN THE NOAA/DOC ZERO-TOLERANCE POLICY REGARDING WORK PLACE VIOLENCE**
- **LISTEN TO EMPLOYEES CONCERNS, HELP THEM FIND SOLUTIONS TO WORK RELATED PROBLEMS.**

**DO NOT MAKE A BAD
SITUATION WORSE**

Coping With Threats & Violence

- **For VERBALLY angry coworker:**
 - Stay calm
 - Listen attentively
 - Maintain eye contact
 - Be courteous
 - Be patient



Coping With Threats & Violence

(Continued)

- **For a person shouting or yelling**
 - **Signal a coworker or supervisor that you need help**
 - **Do not make calls in presence of hostile person**
 - **Do not represent a threat to the hostile person**

Coping With Overt Threats & Violence

A weapon is present (gun, knife):

-  **Stay calm**
-  **Do not block entry or exit doors**
-  **Do not try to grab the weapon**
-  **Do not be a hero**
-  **Try to talk to the person -- follow instructions**
-  **When possible escape**
-  **Call *911 or the Security Command Center (301)
713-0333**

Call Police When

- **Violence is likely**
- **Someone is injured or injury is likely**
- **Weapon is present**
- **Previously identified violent person returns to worksite**



Do Not Do This !!!

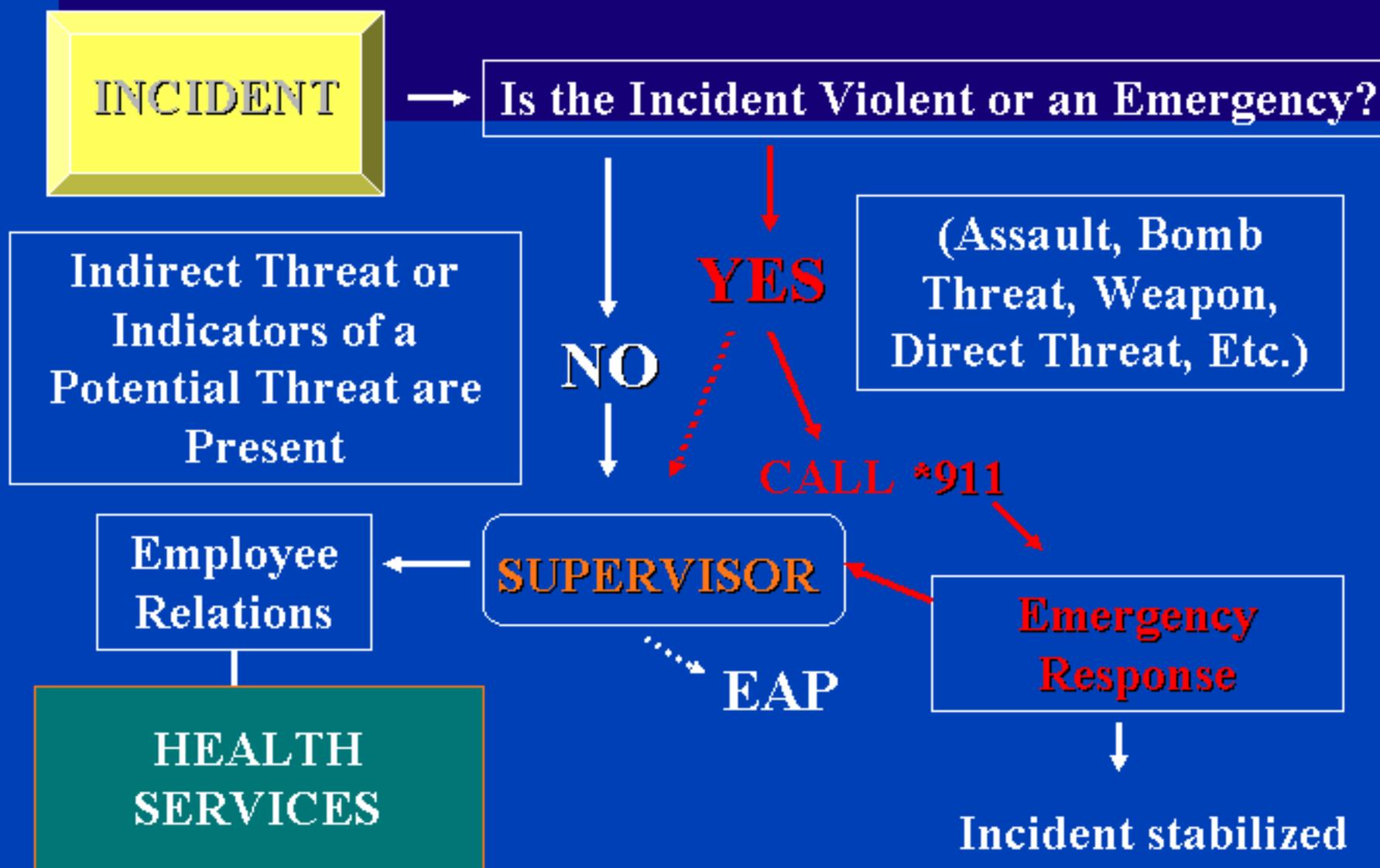
- *Fail to report bizarre behavior*
- **Attempt to touch the individual**
- **Stand in front of or block the person's path or exit**
- **Escalate the situation --remain calm**
- **Do not lie or try to deceive**

Lessons Learned- This Is Important

- **Be prepared for violence**
- **Ignoring the problem will not make it go away**
- **Early intervention or diversion to EAP may reduce the risk of a violent incident**
- **Employee awareness and communication are critical**



Workplace Violence Decision Matrix



HOW TO DISARM AND GAIN CONTROL OF A THREATENING EMPLOYEE

- 🚫 Do Not threaten a disturbed employee with adverse disciplinary or personnel actions. You gain no control by threatening an employee.
- 🚫 Do not take employees frustration or their comments PERSONALLY
- 🚫 Do not telephone the police in front of a disturbed employee.
- 🚫 Do not argue or threaten a disturbed employee.

- ✔ Remember you gain control by letting a disgruntled employee VENT
- ✔ Active listening (Yes, I understand your point of view) (Tell me more)
- ✔ Sit down -- You represent no threat to a person when you are seated
- ✔ Golden Rule of Management -- Treat people the way you want to be treated

Definition

Workplace violence is any physical assault, threatening behavior or verbal abuse occurring in the work setting.

A workplace may be any location either permanent or temporary where an employee performs any work related duty.

HOW TO DISARM AND GAIN CONTROL OF A THREATENING EMPLOYEE

(Continued)

- ✓ If possible sit down. Give employee a piece of paper so he/she can summarize their concerns
- ✓ Stay calm. Do not lose your temper. Active listening!!!
- ✓ Let disgruntled employees VENT their frustration.

The most important thing to remember is for YOU and other employees to go home to your loved ones tonight uninjured.

Your focus should be on 'going home'.



Work Place Violence

Presented by: Office of Security at
NOAA

Office of Security, Department of
Commerce



Any Questions Concerning Workplace Violence



**Please Contact Alan Milne at
301-713-0954**



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Work Place

Violence



Presented by: NOAA Security Field
Office

Office of Security, Department of
Commerce

Workplace Violence

- **Behavior can be:**
 - Verbal or written (bomb threat)
 - Physical (assault, arson, homicide)
- *It is threatening*
- **Can be specific or nonspecific**
 - Directed against a specific person (supervisor)
 - Group
 - Organization at large (property and equipment)

Workplace Violence Statistics

- **Homicide has become the second leading cause of workplace death And**
- **Leading cause of death for women in the workplace**
- **1 out of 4 workers is harassed, threatened or attacked in the workplace**



WORKPLACE VIOLENCE STATISTICS

(Continued)

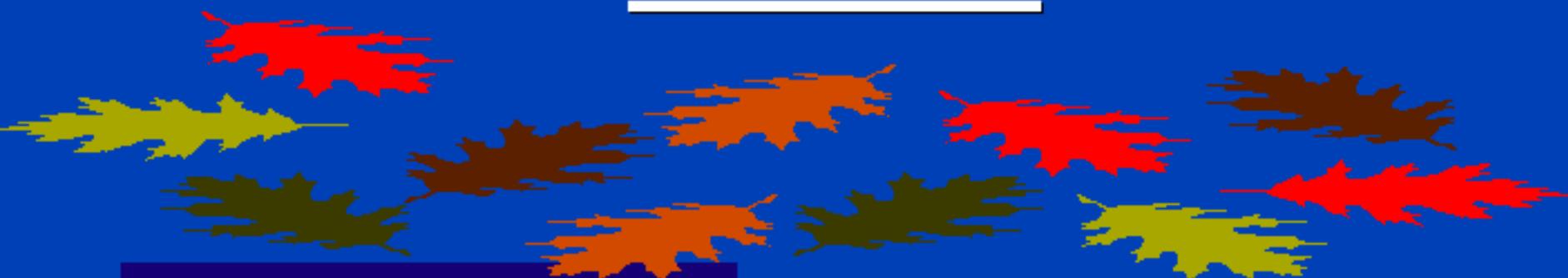
- **30% Of workplace deaths were attributable to violent acts**
- **There is a strong relationship between job stress, workplace violence and harassment**
- **One of the most dangerous places for a woman is:**
 - **The workplace**

Warning Signs

FOCUS ON BEHAVIOR

- No one sign should be considered a definite indication that someone is or will become violent

- *Look for patterns of behavior*



WARNING SIGNS

(Continued)

- **Is a loner**
- **Outside stressors as well as work are a problem (family, money, substance abuse)**
- **Intimidates, harasses, or stalks others**
- **Obsessive involvement with job**



WARNING SIGNS

(Continued)

- **Obsession with past incidents of violence -
- post office**
- **History of violent behavior**
- **Obsession with guns and para-military
organizations**
- **Excessive talk about weapons, brings or
flashes a concealed weapon for effect**
- **Abnormal reactions to change**