

Preventing Aggressive Behavior in the Workplace



Key Takeaways:

- Recognizing workplace violence
- Identifying warning signs of workplace violence
- Learning techniques to prevent workplace violence and reduce tensions

Course Description

This course will teach you about what workplace violence is, which occupations are at increased risk for workplace violence, the categories of perpetrators of workplace violence, precautions to help prevent workplace violence, the warning signs of violent behavior and how to respond them, how to respond to a violent event occurring, and what to do after a violent event occurs.

Who is most at risk of workplace violence?

Approximately 2 million American workers report being victims of workplace violence annually. Due to fears of retaliation, job loss, ruined image, and shame, it is expected that many more cases go unreported. Studies have shown factors which may increase the risk of violence for some workers at certain worksites, which we will discuss later.

It is important to understand that workplace violence also includes domestic violence that spills over into the workplace, brandishing a weapon while at work or on company property, and acts of revenge by current and former employees.

Those most vulnerable:

- Exchange money with the public
- Deliver passengers, goods, or services
- Work alone or in small groups
- Work during late night or early morning hours
- Work in high-crime areas
- Work in healthcare and social services
- Work in community settings and homes where they have extensive contact with the public
- Work where alcohol is served
- Work with volatile, unstable people