

Resources and Tips for Preventing Workplace Violence



TIPS FOR PREVENTING WORKPLACE VIOLENCE

Workplace homicides accounted for 36% of the 4,364 total workplace injuries that happened in the U.S. in 2016, according to the Bureau of Labor Statistics. Workplace violence is a serious issue that impacts the lives of millions of Americans every year. Employers and managers must take preventive measures to control the potential for workplace violence and ensure employee safety.



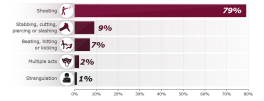
workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site," according to the U.S. Department of Labor. "It ranges from threats and verbal abuse to physical assaults and even homicide."

NONFATAL WORKPLACE VIOLENCE
From 2015 to 2019:

• About 1.3 million U.S. workers reported being victims of nonfatal workplace violence.

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- The infographic features a background image of a man in a red shirt and black pants, holding a red ball, standing next to a woman in a blue shirt and black pants, who is sitting at a desk. There are also images of a fire and a person in a red shirt holding a red ball.
- Dark violent crimes were reported for every 1,000 workers.
- 18.9% of over 1,000 government employees reported being victims of sexual assault.
 - Strangers committed 42% of nonfatal incidents.
 - The victim was injured in 32% of nonfatal incidents.
 - 15% of victims suffered severe emotional distress due to the incident.
 - Among 529,000 nonfatal injuries resulting from workplace violence were treated in hospital emergency rooms:
 - 33% treated for contusions and abrasions
 - 12% treated for sprains and strains
 - 11% treated for lacerations, lacerations

WORKPLACE HOMICIDES BY METHOD (2015–2019)



SITUATIONS WITH INCREASED RISK OF WORKPLACE VIOLENCE

- The diagram consists of three rounded rectangular boxes arranged horizontally, each containing a number and a description of a risk factor. Box 1 contains the number '1' and the text 'The jobsite serves alcohol.' Box 2 contains the number '2' and the text 'The risk becomes greater when employees exchange money with the public, work alone, or provide services and care.' Box 3 contains the number '3' and the text 'The jobsite area has a high crime rate.'

JOBS WITH INCREASED RISK OF WORKPLACE VIOLENCE



In 2020, homicide was the fourth most common cause of fatal workplace injuries in the country after:

- Transportation incidents
- Slips, trips and falls
- Contact with objects and equipment

Workplace fatalities by type

- * 705 fatalities caused by violence and injuries due to other people or animals

- Top fatalities by job role:
- Retail: 132
 - Government agencies: 132
 - Leisure and hospitality: 72
 - Public administration: 68



WARNING SIGNS OF WORKPLACE VIOLENCE



While alarm warning signs don't always precede workplace violence, it may be

While clear warning signs don't always preclude workplace violence, it may be possible to mitigate violent escalation by paying attention to indications of troubled or disgruntled employees.

WORK-RELATED SIGNS



BEHAVIORAL SIGNS



SOME BEHAVIORAL SIGNS MAY ALSO BE INDICATIVE OF OTHER ISSUES (NOT WORKPLACE VIOLENCE)



TIPS FOR PREVENTING WORKPLACE VIOLENCE

Employers and managers have easy and free access to many government resources that can help stop a workplace incident before it starts.

An illustration showing a large, light-skinned hand reaching out from the left, holding a small figure of a person in a blue shirt and red tie. To the right of the person is a large, dark-skinned fist, suggesting a potential threat or conflict. The background is a light blue gradient.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION
(OSHA) TIPS FOR PREVENTING WORKPLACE VIOLENCE

Encourage employees to

OSHA



Level One: Early warning signs
Intimidating, abusive and uncooperative behaviors and attitudes

- Level Three: Further escalation**
Typically requiring emergency response
Physical attacks, sexual threats, property destruction, use of weapons

TIPS FOR RESPONDING TO WORKPLACE VIOLENCE

- **Response to early warning signs**
 - Observing and documenting behavior

- **Importing content** to the appropriate level of supervisor
 - **Supervisor meeting** with the employee to discuss the situation
 - **Supervisor** should directly identify problem, ask for employee input and establish a new theme for resolution

Response to escalation

 - **Documenting observed behavior**
 - **Calling 111, if warranted**
 - **Immediately alerting** the appropriate work contact, such as the supervisor
 - **Ensuring personal safety, if possible**
 - **Supervisors meeting** with the employee in question in a private area
 - **Supervisor should ask relevant questions** regarding the employee issue:
 - **What does the employee do to request self help?**
 - **Has the supervisor help?**
 - **What does the employee want to achieve by acting out?**

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- Response to further escalation**
- Calling 911
 - Removing caller
 - Immediately alerting the appropriate work contact, such as a supervisor
 - Securing personal safety
 - Leaving the area if staying may compromise safety
 - Cooperating with law enforcement

**MAINTAIN A SAFE,
SECURE WORKPLACE**

Thanks to the efforts of government agencies and employers, workplace homicide levels have decreased significantly in the past few decades. Safety, science and emergency management personnel must address the challenges of developing stronger preventive procedures to keep workplaces safe and secure.

