

# Preventing Workplace Violence: Creating a Culture of Support

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## Prevention Mindset

### RECOMMENDED STORIES



'No Way To Prevent This,' Says Only Nation Where This Regularly Happens



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## Defining the Problem

The US Department of Labor and OSHA (Occupational Safety and Health Administration) define workplace violence as:

**Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.** It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors.



## Types of Workplace Violence

- Type 1: Violent acts by criminals with no connection to the workplace
  - 80% of workplace homicides
- Type 2: Violence toward employees committed by clients, customers, patients, etc.
- **Type 3: Violence against coworkers, supervisors, managers by current or former employee**
  - 7% of workplace homicides
- Type 4: Violence committed in the workplace by non-employee who has personal relationship with employee



## Scope of the Problem

- Extreme situations are a very small percentage of workplace incidents
- More than 2 million U.S. workers are victims of workplace violence each year – mostly from harassment, bullying, and intimidation



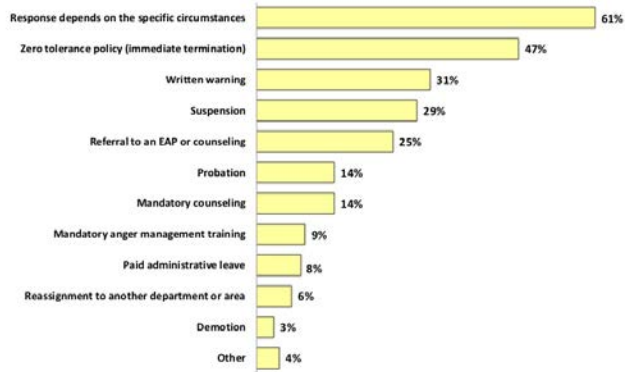
## Employer's Role in Prevention

- According to the FBI, **employers, “have a legal and ethical obligation to promote a work environment free from threats and violence.”**
- The Society for Human Resource Management says that **there are economic costs employers face as a result of workplace violence.** The three most common include:
  - Management time and expenses (55%)
  - Productivity loss (37%)
  - Staff replacement due to turnover (34%)



# What's the Response?

How does or would your organization respond to threats of violence from an employee?



Note: Respondents who answered "N/A, the organization has not had threats of violence from any employee" were excluded from this analysis. Percentages do not total 100% due to multiple response options.

Workplace Violence 6SHRM 2012

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# Positive Engagement



## Positive Engagement

Shifting the Culture:

- Establish and maintain relationships
- Understand emotional experience
- Emphasis on early intervention



## Responding to Distress Indicators



## Shutting Down Harassment and Bullying

**3 of 4** individuals who experienced workplace harassment  
**NEVER** spoke to a supervisor about it



\*According to the EEOC's Select Task Force on the Study of Harassment in the Workplace, June 2016



## Address Mental Health Concerns

- Violence is a mental health topic – just not always in the ways we think
- Shift focus from mental *illness* to mental **health**

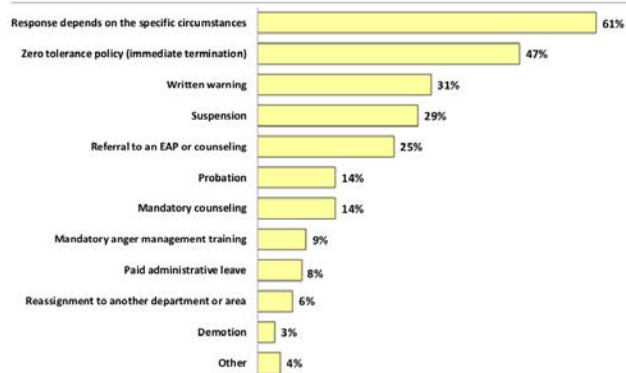


## Know Your Culture



## Engage Your EAP

How does or would your organization respond to threats of violence from an employee?



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Workplace Violence 661RM 2012



## Engage Your EAP: Proactively Promote

- Proactively promote and normalize use of EAP services
- EAP awareness and anti-stigma campaigns are shown to increase accessibility
- Train management and staff to recognize and respond to emotional distress



## Engage Your EAP: Consult

- Use **Management Consultations** to get another perspective
- Most EAPs have this service readily available – know how to access well before it's needed





## Engage Your EAP: Refer

- Address performance concerns with **Performance-Based Referrals**
- Employee meets with EAP professional, who provides regular updates on progress
- Concerns are addressed by clinician, so manager is allowed to just be a manager



## Questions?

