Department of the Navy Workplace Violence Prevention Web-based Training

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Introduction and Course Logistics *(Running Time 7:01)*

PAGE 1

Audio: Welcome to the Department of the Navy Workplace Violence Prevention web-based training course.

On screen:

Department of the Navy

Workplace Violence Prevention

PAGE 2

Audio: If you would like to follow along with a written transcript of this training, you can download a copy by clicking on the Transcript icon located in the lower left corner of the screen, marked by the “T” symbol. You can also download the transcript from the Resources page of this training site. You can access the Resources page by clicking on the Resources icon at the top of the screen.

Closed captioning is available for this course and can be activated by clicking on the Closed Captioning icon located in the lower left corner of the screen, marked by the “CC” symbol.

On screen:

(Image of course transcript.)

PAGE 3

Audio: Users can access this course via screen reader software. When screen reader mode is enabled, this training course will automatically pause at the end of each screen, allowing time to review all on-screen information before continuing. Detailed instructions on how to take this course with assistive software can be found at the link provided here. You can also access these instructions from the Resources page of this training site.

If you are currently using screen reader software, use the Up and Down arrow keys to activate screen reader mode. Otherwise, click on the "RESUME" button to continue without activating these features.

On screen:

If you do not require assistive software, click here to skip this page.

Users requiring additional assistance can access this course utilizing their screen reader software. This feature is only intended for users who currently have assistive software on their computer.

(Image of "View Screen Reader Instructions" button.)

Note: Activating screen reader mode without assistive software will prevent the training from running properly.

(Image of "RESUME" button.)

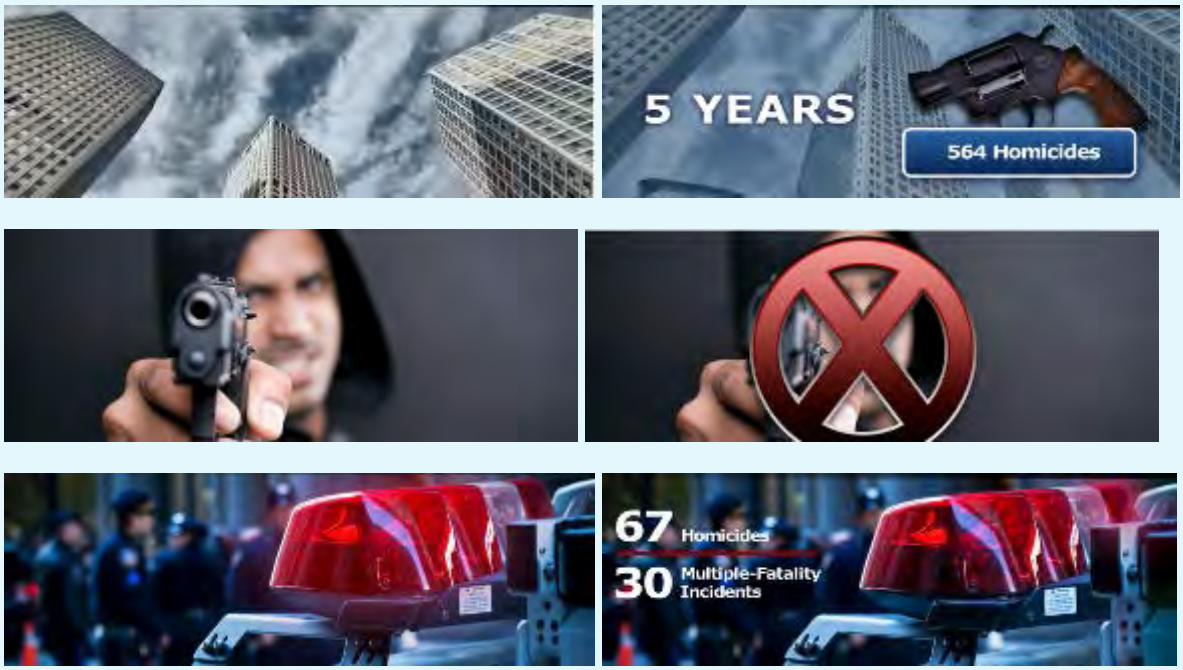
PAGE 4

Audio: From 2005 to 2009, an average of 564 work-related homicides occurred each year in our country. A majority of the deaths at work take place in the course of armed robberies, not the type of crime to which most DoD workers will be exposed.

Of most concern are the other deaths, like the approximately 67 homicides that resulted from the 30 multiple-fatality workplace homicide incidents in 2008.

On screen:

Course Overview



Source: Bureau of Labor Statistics (BLS) Fact Sheet, July 2010

(Images of cities, armed robbers, and crime scenes.)

PAGE 5

Audio: Workplace violence includes other acts, too.

There are 158 million workers in the United States. 3% of workers admit to pushing, slapping, or striking a coworker. That equals 4.7 million perpetrators.

On screen:

Course Overview

Source: University of South Florida (USF) Study 2009

(Images of the working population.)

PAGE 6

Audio: But workplace violence is more than just statistics. And workplace violence is more than just stories in the news. It affects people every day. At any time. And it can happen anywhere.

But people don't just snap. There are always signs. There are ways to prevent a tragic incident.

On screen:

Course Overview

(Image of newspaper headlines: “Gunman Takes Hostages at Discovery Building in Maryland, September 12, 2010; “Three Dead at Workplace Shooting in New Mexico, July 13, 2010”; “Former Employee Kills 9 and Self in Connecticut, April 1, 2008”; “Thirteen Dead and 31 Wounded at Fort Hood, November 5, 2009”.)

(Image of pencil snapping.)

(Images of employees under stressful work situations.)

PAGE 7

Audio: Bob is an employee having a rough time. He’s angry and irrational, and showing signs that he could be dangerous.

With some training, you will be able to notice the warning signs in Bob. And you can report him to your supervisor or manager to ensure that he doesn’t hurt himself or others.

On screen:

Course Overview

(Images of stressed-out employee and action being taken.)

PAGE 8

Audio: Would you know what to do if you overheard your coworker, Bob, threaten another coworker? Would you know what to say if you saw Bob storm out of the office in frustration? Would you know with whom to talk if you thought Bob might lash out and harm someone in the office?

Conflict, stress, grievances, and disappointments are an inevitable part of working life. Violence is not. Reduce the risk of a violent incident occurring at your job by preparing yourself to deal with threats, intimidation, and any other disruptive behavior.

On screen:

Course Overview

- Would you know what to do if you overheard your coworker, Bob, threaten another coworker?
- Would you know what to say if you saw Bob storm out of the office in frustration?
- Would you know with whom to talk if you thought Bob might lash out and harm someone in the office?

Reduce the risk of a violent incident occurring at your job by preparing yourself to deal with threats, intimidation, and any other disruptive behavior.

PAGE 9

Audio: During the course of this instruction, individual training modules will be presented, as shown here. This course will teach you the skills to reduce the potential for workplace violence. You will learn to recognize warning signs and what actions you can take to prevent and respond to a violent incident.

In this course, you will learn how to help Bob and others like him by practicing your decision-making and critical thinking skills. This course will provide you with the information you need to recognize warning signs of potential workplace violence.

On screen:

Course Preview

- Introduction to Workplace Violence Prevention
- Identifying Potentially Violent Situations
- Preventing Workplace Violence
- Support Resources
- Responding to Violent Incidents

PAGE 10

Audio: After completing this course, you should be able to:

- Identify employees in scenarios whose conduct may indicate the potential for workplace violence;
- Identify warning signs of workplace violence;
- Recognize a situation in which workplace violence may occur;
- Identify the responsibilities of employees in helping to prevent workplace violence; and
- Determine how to behave during an incident of workplace violence.

On screen:

Course Objectives

- Identify employees in scenarios whose conduct may indicate the potential for workplace violence
- Identify warning signs of workplace violence
- Recognize a situation in which workplace violence may occur
- Identify the responsibilities in helping to prevent workplace violence
- Determine how to behave during an incident of workplace violence

PAGE 11

Audio: Many employees think that the odds of an incident happening at their workplace are nearly impossible and that identifying a person who may cause a violent incident is beyond their expertise. But workplace violence comes in many forms and is much broader and more pervasive than you may realize.

All employees deserve a safe, comfortable working environment. You play a critical role in making this happen. As an employee, you interact with many coworkers on a daily basis. You can help to maintain a safe and productive work environment by looking out for suspicious and inappropriate behavior.

On screen:

What's In It For Me?

- Workplace violence comes in many forms and is much broader and more pervasive than you may realize
- All employees deserve a safe, comfortable working environment; you play a critical role in making this happen
- You can help to maintain a safe and productive work environment by looking out for suspicious and inappropriate behavior

PAGE 12

Audio: Before we begin the training modules, let's discuss the logistics involved in this web-based training.

To accommodate your work schedule, this training provides the ability for you to log out at any time. Your progress will be saved after each page you view. If you log out in the middle of the training, you will resume the training where you left off the next time you log in.

On screen:

Course Logistics

- You may log out at any time during the training
- When you log back in, you will resume training where you left off

PAGE 13

Audio: You must complete each training module in the sequence in which it is presented. However, you will be able to review any previously completed training modules by clicking on the "Menu" icon, highlighted here, and then on the training topic.

During the presentation of each training module, you will have the ability to pause the presentation, skip back and replay the training module again. If you review a module that has already been completed, you will also have the ability to skip ahead.

Before completing a module of instruction, you will be presented with a knowledge check to ensure your understanding of the information presented to you during that module.

On screen:

Course Logistics

- Each training module must be completed in the sequence in which it is presented
- You can review previously completed training modules
- During each training module, you may pause, go back and start again
- You will be presented with a knowledge check to ensure your understanding of the information presented to you

PAGE 14

Audio: Upon successfully completing the course, a Certificate of Completion will be provided for you to print out.

On screen:

(Image of sample completion certificate.)

PAGE 15

Audio: As previously mentioned, a Resources page has been created for this web-based training. In addition to a written transcript of the training, this page contains links to references used throughout the training that you can access at any time for more information regarding the topics being discussed.

On screen:

(Image of Resources page.)

PAGE 16

Audio: Now that you have a feel for how to navigate through this web-based training, let's begin.

Click on the "NEXT" button to start the presentation of the first training module, an Introduction to Workplace Violence Prevention.

On screen:

Coming up next:

Introduction to Workplace Violence Prevention

(Image of "NEXT" button.)

Introduction to Workplace Violence Prevention *(Running Time 5:27)*

PAGE 1

Audio: This training module provides an introduction to workplace violence prevention.

On screen:

Introduction to Workplace Violence Prevention

PAGE 2

Audio: During our work day, we may witness coworker behavior or overhear a coworker's remark that is unsettling, disturbing, or even alarming. We often make judgments about how to respond, typically by grumbling to ourselves and chalking it up to a "bad day."

But a hasty assumption on your part and a decision to keep the incident to yourself likely deprives your supervisor or manager of the information that he or she needs to see a pattern. Making a good decision in the moment may be key to preventing workplace violence later.

After completing this module, you should be able to identify employees in scenarios whose conduct may indicate the potential for workplace violence.

On screen:

Module Preview

We often make judgments about how to respond to a coworker's behavior.

Making a good decision in the moment may be key to preventing workplace violence later.

After completing this module, you should be able to:

- Identify employees in scenarios whose conduct may indicate the potential for workplace violence

PAGE 3

Audio: An angry outburst or highly unsettling comment is often the first sign people notice that makes them wonder whether a coworker could be violent. Typically, when we are faced with a first sign, we make assumptions about the employee and predictions about his or her behavior, some of which turn out to be wrong.

On screen:

Assumptions

An angry outburst or highly unsettling comment is often the first sign people notice that makes them wonder whether a coworker could be violent.

Typically, when we are faced with a first sign, we make assumptions about the employee and predictions about his or her behavior, some of which turn out to be wrong.

(Image of employee thinking.)

PAGE 4

Audio: Read the scenarios on the following screens about coworkers who witness an incident and determine what is the most appropriate judgment that the employee can make based on the evidence.

On screen:

Knowledge Check

PAGE 5

Audio: After receiving poor feedback on a presentation, Caleb reacted by ranting about the lack of respect he receives for the work he does. He later calmed down and scheduled a meeting with Dee, his supervisor. He left Dee's office angrily and when he returned to his desk, threw his computer mouse against the wall. Caleb's coworker, Christina, witnessed this and mulled over what to do.

On screen:

Scenario 1

- After receiving poor feedback on a presentation, Caleb reacted by ranting about the lack of respect he receives for the work he does
- He later calmed down and scheduled a meeting with Dee, his supervisor
- He left Dee's office angrily and when he returned to his desk, threw his computer mouse against the wall
- Caleb's coworker, Christina, witnessed this and mulled over what to do

Knowledge Check 1

On screen:

Which of the following was she correct in assuming?

A. Since Caleb's behavior was not an act of physical violence directed at a person, this was not workplace violence.

B. While Caleb had shown no previous indications of a temper, Christina reported the outburst.

C. Since workplace violence is so rare, Christina assumed that she didn't have anything to worry about.

D. Caleb's violent outburst indicated that he was an unstable person and Christina called the police immediately.

PAGE 6

Audio: John has started coming into work smelling of alcohol. He frequently argues with his supervisor and has begun making occasional comments about his supervisor's home and children. His coworker, Lawrence, notices this behavior and is worried that John could become violent.

On screen:

Scenario 2

- John has started coming into work smelling of alcohol
- He frequently argues with his supervisor and has begun making occasional comments about his supervisor's home and children
- His coworker, Lawrence, notices this behavior and is worried that John could become violent

Knowledge Check 2

On screen:

Which of the following would Lawrence be correct in thinking?

A. "I don't think I should do anything because I'm not qualified to determine what causes workplace violence."

B. "I think he could be violent, but I don't want to report it and be known as a tattletale."

C. "I should report it because I see signs that he could be violent."

D. "I should report it, but only because John seems to be drinking at work and that's against our policy."

PAGE 7

Audio: Maria has been having financial problems resulting from her unexpected and lengthy hospitalization. Her moods at the office have been up and down. Several coworkers expressed concern to their supervisor that she mutters under her breath a lot and

seems agitated with everyone. Kathleen, one of Maria's closest friends, is afraid of coming to work because she thinks Maria will just snap one day.

On screen:

Scenario 3

- Maria has been having financial problems resulting from her unexpected and lengthy hospitalization
- Her moods at the office have been up and down
- Several coworkers expressed concern to their supervisor that she mutters under her breath a lot and seems agitated with everyone
- Kathleen, one of Maria's closest friends, is afraid of coming to work because she thinks Maria will just snap one day

Knowledge Check 3

On screen:

Is Kathleen right that Maria might snap?

A. No, Maria is exhibiting signs of severe stress, but not signs of someone who is likely to cause a violent incident. Kathleen should talk to Maria before talking to their supervisor.

B. No, most people exhibit signs of stress and aren't going to just snap. But Maria is showing signs of stress and may be a danger. Kathleen should report it.

C. Yes, most workplace violence incidents are the result of someone snapping in response to many unrelenting pressures. Kathleen should inform Security, HR, and her supervisor immediately.

D. Yes, as Maria's friend, Kathleen knows the most about her and knows that she is not herself. She should warn others of Maria's behavior so that they will be concerned too.

PAGE 8

Audio: As these three scenarios point out, temperamental outbursts, troubling comments, and worrisome signs of stress should be officially reported. You interact with many different

coworkers in many different situations throughout your day. You should be alert to the warning signs of violence, which you will learn in the next module. You will need to report your concerns and observations to your supervisor or manager.

On screen:

Reporting to the Supervisor/Manager

- Temperamental outbursts, troubling comments, and worrisome signs of stress should be officially reported
- Be alert to the warning signs of violence
- Report your concerns and observations to your supervisor/manager

(Image of employee reporting observations to supervisor.)

PAGE 9

Audio: Workplace violence is any act of violence against persons or property that causes fear for personal safety at the work site. This includes threats, intimidation, harassment, and any other inappropriate, disruptive behavior you may witness. This may include violence against government property.

The perpetrators of violent incidents are not restricted to current or former employees; they can be visitors, customers, family members, contractors, other non-Federal employees, or strangers.

On screen:

Workplace Violence Defined

Workplace violence – Any act of violence against persons or property that causes fear for personal safety at the work site

- This includes threats, intimidation, harassment, and any other inappropriate, disruptive behavior you may witness
- This may include violence against government property

(Image of upset employee raising her fist at her computer screen.)

PAGE 10

Audio: There is no sure way to predict human behavior, and while there may be warning signs, there is no specific profile of a potentially dangerous individual.

The best prevention is early intervention. You can start with noticing any warning signs and reporting them as soon as you see them.

On screen:

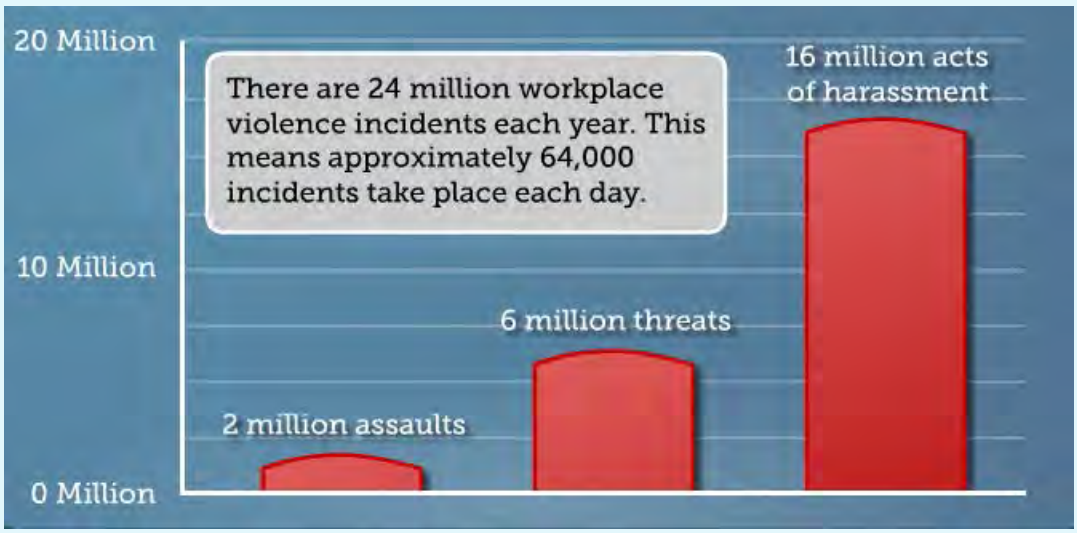
Best Prevention

The best prevention is early intervention!

PAGE 11

Audio: There are 24 million workplace violence incidents each year. This means approximately 64,000 incidents take place each day.

On screen:



Source: Northwestern Mutual Life Insurance, 2009

(Image of graph showing workplace violence statistics.)

PAGE 12

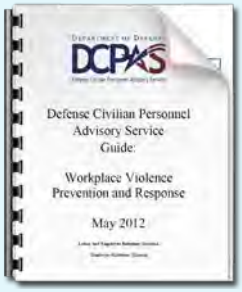
Audio: The "Defense Civilian Personnel Advisory Service (DCPAS) Guide: Workplace Violence Prevention and Response" provides an overview of guidelines for workplace violence issues. You can access the guide by clicking on the link shown here, or through the Resources page of this training site. Used in conjunction with information and instructions from local installation or command guidance, the guide will assist you in preventing workplace violence.

Each Component also has its own emergency plans explaining the procedures. You must familiarize yourself with any policies that are specific to your Component.

On screen:

DCPAS Guide: Workplace Violence Prevention and Response

Download DCPAS Guide
(https://twms.navy.mil/selfservice/online_training/modules/WORKPLACE_VIOLENCE_658532_T/resources/CPMS_GUIDE_WORKPLACE_VIOLENCE_PREVENTION_AND_RESPONSE_10_29.pdf)



(Image of DCPAS Guide.)

PAGE 13

Audio: Some items to remember:

- Employees should not assume that a coworker's worrisome behavior is isolated or inconsequential; incidents must be reported to a supervisor or manager; and
- Perpetrators of workplace violence are not limited to coworkers; a perpetrator may be a contractor, family member of a coworker, or even a stranger.

On screen:

Key Points

- Employees should not assume that a coworker's worrisome behavior is isolated or inconsequential
    - Incidents must be reported to a supervisor/manager
- Perpetrators of workplace violence are not limited to coworkers
    - A perpetrator may be a contractor, family member of a coworker, or even a stranger

PAGE 14

Audio: Now that you are able to identify employees whose conduct may indicate the potential for workplace violence, click on the "NEXT" button to proceed to the next module, Identifying Potentially Violent Situations.

On screen:

Coming up next:

Identifying Potentially Violent Situations

(Image of "NEXT" button.)

Identifying Potentially Violent Situations - Part 1 *(Running Time 8:55)*

PAGE 1

Audio: This training module will help you identify potentially violent situations.

On screen:

Identifying Potentially Violent Situations

PAGE 2

Audio:

(Video transcript)

Lately, our department has had an influx of work with tight deadlines. While no one is happy about this, most of us have been doing what is necessary and getting the work done. Except for one of my coworkers, Bob, who has become very vocal about the situation. He has expressed frustration with the amount of work and what he thinks are unreasonable expectations. When our supervisor tried to critique his performance, he became angry and confrontational. He has complained about the caliber of work of several of our colleagues. In the last few weeks, I've noticed him withdrawing from people and even berating a few others. His behavior has caught the attention of several of us. Could these be warning signs?

On screen:

(Images of stressed employee in a busy office.)

PAGE 3

Audio: It's your responsibility to report observations of a coworker's behavior, such as Bob's, to a supervisor or manager.

It would be nice to have a typical profile of a threatening person with points we can check off; it would save time and solve a lot of problems. But there's no specific profile and no one can predict human behavior. However, there are warning signs. You should learn how to recognize these signs and report what you see in case the person constitutes a potentially violent threat.

After completing this module, you should be able to:

- Identify potential signs of workplace violence; and
- Recognize a situation in which workplace violence may occur.

On screen:

Module Preview

It's your responsibility to report observations of a coworker's behavior to a supervisor/manager.

You should learn how to recognize warning signs and report what you see in case the person constitutes a potentially violent threat.

After completing this module, you should be able to:

- Identify potential signs of workplace violence
- Recognize a situation in which workplace violence may occur

PAGE 4

Audio: One of the biggest contributing factors to workplace violence is ignoring early warning signs. The key element of early intervention is the ability and willingness to identify the warning indicators and take them seriously. Shown here are some examples of early warning indicators. We'll examine some of these indicators in this module. Please take a moment to review, and then click on the "RESUME" button to continue.

On screen:

Warning Indicator Examples

- Threatening remarks
- Unreasonable behavior
- Intimidating and control-oriented behavior
- Paranoid actions
- Irresponsible behavior
- Angry, argumentative, and confrontational demeanor
- Fascination with, and acceptance of, violence
- Vindictive statements
- Bizarre behavior
- Extreme desperation
- Obsessive habits
- Substance abuse
- Chronic depression

(Image of “RESUME” button.)

PAGE 5

Audio: You likely have an understanding of the typical behaviors of coworkers you have worked with for a long time. Be cognizant of how a person normally reacts to stress so you know if he or she is acting out of character. This is when you know something may be wrong. Let's explore some of the warning indicators as seen in several employees that may lead to violence.

Threatening remarks: Sheila often makes direct, veiled, or conditional threats of harm to her coworkers and others around her.

Unreasonable behavior: Jon makes slighting references to others and is never happy with his current situation. He is unable to accept criticism of job performance and overreacts to

feedback. He has a tendency to take comments personally and uses them to hold a grudge.

Intimidating and control-oriented behavior: June feels a need to constantly force her opinion on others and has a compulsive urge to control others. She sometimes uses physical and/or verbal intimidation to get her way, including fear tactics, threats, harassing phone calls, and stalking.

Paranoid actions: Daniel acts like other employees are out to get him and that there is a conspiracy in all functions of society. He feels persecuted and that he is a victim of injustice.

On screen:

Warning Indicators

Be cognizant of how a person normally reacts to stress so you know if he or she is acting out of character.

Threatening remarks:

Sheila often makes direct, veiled, or conditional threats of harm to her coworkers and others around her.

Unreasonable behavior:

Jon makes slighting references to others and is never happy with his current situation.

He is unable to accept criticism of job performance and overreacts to feedback.

He has a tendency to take comments personally and uses them to hold a grudge.

Intimidating and control-oriented behavior:

June feels a need to constantly force her opinion on others and has a compulsive urge to control others.

She sometimes uses physical and/or verbal intimidation to get her way, including fear tactics, threats, harassing phone calls, and stalking.

Paranoid actions:

Daniel acts like other employees are out to get him and that there is a conspiracy in all functions of society.

He feels persecuted and that he is a victim of injustice.

(Images of Sheila, Jon, June, and Daniel.)

PAGE 6

Audio: **Irresponsible behavior:** Marian doesn't take responsibility for any of her behaviors, faults, or mistakes; everything is always someone else's fault. She makes excuses and blames others, the company, or the system for her problems, errors, and disruptive behaviors.

Angry, argumentative, and confrontational demeanor: Juan exhibits many hate and anger issues on and off the job with coworkers, family, friends, or the government. He is frequently involved in confrontations and is belligerent and argumentative with supervisors, coworkers, and neighbors. He physically slams things, such as doors, pounds his fists, and is verbally demonstrative, using inappropriate language.

Fascination with, and acceptance of, violence: As several of his coworkers discuss current events, Andre makes statements supporting the use of violence to solve a problem. He also seems to identify with the perpetrators of violence. When acts of violence are portrayed in the media, such as racial incidents, domestic violence, shooting sprees, or executions, he expresses approval. Some of his stories seem to indicate that he has had trouble with the law, even though it seems like a minor incident.

On screen:

Warning Indicators

Irresponsible behavior:

Marian doesn't take responsibility for any of her behaviors, faults, or mistakes; everything is always someone else's fault.

She makes excuses and blames others, the company, or the system for her problems, errors, and disruptive behaviors.

Angry, argumentative, and confrontational demeanor:

Juan exhibits many hate and anger issues on and off the job with coworkers, family, friends, or the government.

He is frequently involved in confrontations and is belligerent and argumentative with supervisors, coworkers, and neighbors.

He physically slams things, such as doors, pounds his fists, and is verbally demonstrative, using inappropriate language.

Fascination with, and acceptance of, violence:

As several of his coworkers discuss current events, Andre makes statements supporting the use of violence to solve a problem.

He also seems to identify with the perpetrators of violence. When acts of violence are portrayed in the media, such as racial incidents, domestic violence, shooting sprees, or executions, he expresses approval.

Some of his stories seem to indicate that he has had trouble with the law, even though it seems like a minor incident.

(Images of Marian, Juan, and a handgun.)

PAGE 7

Audio: Here are some more examples of some of the warning indicators that may lead to violence:

Vindictive statements: Rayanne often verbalizes hope for something to happen to anyone with whom she holds a grudge against. She makes statements like, “He will get his”, “What comes around, goes around”, and “One of these days I’ll have my say.”

Bizarre behavior: Andy has strange quirks that make others feel uneasy. Some of his behaviors are unusual and make others uncomfortable.

Extreme desperation: Lihn expresses extreme desperation regarding recent family, financial, or personal problems.

On screen:

Warning Indicators

Vindictive statements:

Rayanne often verbalizes hope for something to happen to anyone with whom she holds a grudge against.

She makes statements like, “He will get his”, “What comes around, goes around”, and “One of these days I’ll have my say.”

Bizarre behavior:

Andy has strange quirks that make others feel uneasy.

Some of his behaviors are unusual and make others uncomfortable.

Extreme desperation:

Lihn expresses extreme desperation regarding recent family, financial, or personal problems.

(Images of Rayanne, Andy, and money.)

PAGE 8

Audio: **Obsessive habits:** Amir displays obsessive habits. He has an obsessive involvement with his job and when asked about his hobbies, says he has none. A coworker says he has developed a romantic obsession with her, though she has expressed no interest in him. He may also suffer from other forms of obsessions.

Substance abuse: Kelsey often shows signs of alcohol and/or drug abuse.

Chronic depression: Previously friendly and outgoing with her coworkers, now Pria isolates herself from her usual circle of friends and no longer attends work functions. She displays chronic signs of depression including loss of interest and confidence in life or work. She is lethargic and lacks energy. Lately, Pria is missing deadlines, pushing her work onto others, ignoring emails from her boss, and turning in poorly done work.

On screen:

Warning Indicators

Obsessive habits:

Amir displays obsessive habits. He has an obsessive involvement with his job and when asked about his hobbies, says he has none.

A coworker says he has developed a romantic obsession with her, though she has expressed no interest in him. He may also suffer from other forms of obsessions.

Substance abuse:

Kelsey often shows signs of alcohol and/or drug abuse.

Chronic depression:

Previously friendly and outgoing with her coworkers, now Pria isolates herself from her usual circle of friends and no longer attends work functions.

She displays chronic signs of depression including loss of interest and confidence in life or work. She is lethargic and lacks energy.

Lately, Pria is missing deadlines, pushing her work onto others, ignoring emails from her boss, and turning in poorly done work.

(Images of a broken heart, bottles of alcohol, and Pria.)

PAGE 9

Audio: Because changes in behavior can be difficult to notice in new employees, pay attention to any erratic or strange behavior that makes you uncomfortable. If this happens, discuss the behavior with Employee Relations (ER).

This applies to any inappropriate behavior with any employee.

On screen:

Warning Indicators

- Pay attention to any erratic or strange behavior that makes you uncomfortable
    - Discuss the behavior with Employee Relations (ER)

This applies to any inappropriate behavior with any employee.

(Image of a warning sign.)

PAGE 10

Audio: On November 9, 2009, a gunman opened fire at the Soldier Readiness Center at Ford Hood, Texas. Thirteen people were killed and 43 others were wounded or injured. While the immediate response to the incident was prompt and effective, it did raise questions about DoD's readiness for future incidents.

Defense Secretary Robert M. Gates established the Department of Defense Independent Review Related to Fort Hood to identify deficiencies in DoD's programs, policies, processes, and procedures. The panel released their report in January 2010 with findings and recommendations for resolution.

One goal of the report was to determine potential gaps in DoD's ability to prevent violent acts against military and civilian employees. As part of their review, the panel examined more than 700 documents and 35,000 pages of DoD and Service directives, instructions, regulations, manuals, command policies, orders, memoranda, and pamphlets.

On screen:

Lessons from Fort Hood

On November 9, 2009, a gunman opened fire at the Soldier Readiness Center at Ford Hood, Texas. 13 people were killed and 43 others were wounded or injured.

- Defense Secretary Robert M. Gates established the Department of Defense Independent Review Related to Fort Hood to identify deficiencies in DoD's programs, policies, processes, and procedures
- The panel released their report in January 2010 with findings and recommendations for resolution
    - One goal of the report was to determine potential gaps in DoD's ability to prevent violent acts against military and civilian employees
- The panel examined more than 700 documents and 35,000 pages of DoD and Service directives, instructions, regulations, manuals, command policies, orders, memoranda, and pamphlets

PAGE 11

Audio: The report revealed a failure to include key indicators of potentially violent behaviors. If certain behaviors are detected early, future violent events can be prevented. Issues to consider:

- Specific mental illnesses and personality disorders;
- Reactions to medications or substance abuse;
- Religious, social, and political motivations;
- Environmental factors;
- Self-radicalization;
- Distress over relationship problems;
- Association with hate groups; and
- Resentment over perceived personal and professional slights by others within the organization.

It is still important to note that the causes of violence do not fall neatly into discrete categories; several factors may combine to trigger violent behaviors.

On screen:

Lessons from Fort Hood

The report revealed a failure to include key indicators of potentially violent behaviors.

If certain behaviors are detected early, future violent events can be prevented.

(Image Fort Hood entrance.)

Issues to consider:

- Specific mental illnesses and personality disorders
- Reactions to medications or substance abuse
- Religious, social, and political motivations
- Environmental factors
- Self-radicalization
- Distress over relationship problems
- Association with hate groups
- Resentment over perceived personal and professional slights by others within the organization

It is still important to note that the causes of violence do not fall neatly into discrete categories; several factors may combine to trigger violent behaviors.

PAGE 12

Audio: This concludes Part 1 of this training module. Click on the “NEXT” button to continue.

On screen:

Coming up next:

Identifying Potentially Violent Situations – Part 2

(Image of “NEXT” button.)

Identifying Potentially Violent Situations - Part 2 *(Running Time 6:22)*

PAGE 1

Audio: Dysfunctional relationships are a type of workplace violence. The way coworkers interact with each other can be an indicator of future violent behavior. Watch each of the videos to see how one employee's words and actions can create a hostile work environment.

On screen:

Dysfunctional Relationships

The way coworkers interact with each other can be an indicator of future violent behavior.

PAGE 2

Audio:

(Video transcript)

DELIA: Hi, Frank. Hi, Chase.

FRANK: Hi.

CHASE: Hi, Delia. How are you?

DELIA: Great, I just read over the report you sent to me.

CHASE: Great! What did you think?

DELIA: I thought it was excellent!

CHASE: Thank you.

DELIA: You have a real knack for the material, and I'm really impressed with how quickly you can turn it around.

CHASE: No problem. Glad I could help.

DELIA: Well, I really appreciate it and your dedication is impressive. I don't think you're going to be in this cubicle very long.

CHASE: Oh, well, it's fine. I'm just happy I could help.

DELIA: Thanks again and, really, good work.

On screen:

(Video of three coworkers in an office.)

PAGE 3

Audio:

(Video transcript)

CHASE: Hey Frank, did you get those reports you were asking for?

FRANK: *sighs* This is the wrong format.

CHASE: What?

FRANK: I said this is the wrong format. You shouldn't have used the new chart with these numbers. They're from last year. You should have used the old chart format.

CHASE: I thought the memo that Delia sent said I was to use the new format with everything going forward, even with the old stats.

FRANK: Yeah, well, I don't care what the memo says. Delia's not down here doing the work. I am, and I said use the old format.

CHASE: *sighs* Well, I can change it, if you're sure.

FRANK: Of course I'm sure, Superman. And you don't know everything. And I've been here twice as long as you have.

CHASE: I didn't say I knew everything.

FRANK: Oh. *laughs* Really? Well Delia seems to think so.

CHASE: I don't think that's the case.

FRANK: Look. I realize that this is beneath you, and you're gonna be running this place soon. But I need the chart fixed, and I need it fixed now.

On screen:

(Video of two coworkers in an office.)

PAGE 4

Audio:

(Video transcript)

CHASE: ...Oh, well, it's fine. I'm just happy I could help.

DELIA: Thanks again and, really, good work.

CHASE: Hey Frank, did you get those reports you were asking for?

FRANK: *sighs* It's the wrong format.

CHASE: What?

FRANK: I said it's the wrong format. You're not supposed to use the new format with these numbers, they're from last year. You should've used the old chart format.

CHASE: Well, I thought the memo that Delia sent was to use the new format with everything going forward, even with the old stats.

FRANK: Well I don't care what the memo says! Delia's not down here doing the work, I am, and I said use the old format!

CHASE: Well, I can change it if you're sure.

FRANK: Yeah, of course I'm sure, Superman! Alright? You don't know everything! And I've been here twice as long as you have!

CHASE: I didn't say I knew everything.

FRANK: Oh really? Well Delia seems to think so!

CHASE: I don't think that's the case.

FRANK: Look. I realize that this- it's all beneath you and you're gonna be running this place soon, but I need the chart fixed! And I need it fixed now!

CHASE: Okay.

FRANK: *sighs*

On screen:

(Video of two coworkers in an office.)

PAGE 5

Audio: When we think of workplace violence, it can be hard to move past the incidents that get the most attention: shootings, assaults, and brawls. But workplace violence is not just physical violence. It can also include the far more prevalent acts of intimidation, bullying, and power struggles, as illustrated in the video. Not only are these acts a form of workplace violence, they can also act as precursors to even more violent behavior.

If not reported, Frank may think he can continue to act out. Over time, he may resort to threats or acts of physical violence. And if he continues to feel threatened or helpless, Chase may take matters into his own hands and harm himself, Frank, or others.

On screen:

Dysfunctional Relationships

- Workplace violence is not just physical violence
- Includes the far more prevalent acts of intimidation, bullying, and power struggles
    - They can act as precursors to even more violent behavior

(Image of employee yelling into a phone.)

PAGE 6

Audio: Let's take a moment to see what you've learned.

On screen:

Knowledge Check

Knowledge Check 1

On screen:

Recall Bob's behavior from the beginning of this module. He is frustrated with his work, angry, confrontational, taking out his frustrations on his coworkers, and withdrawing from others. Why are these indicators of workplace violence?

A. Bullying others, confrontational and angry outbursts, and behavior that causes others to be afraid, may be indicators of violence.

B. Until he refuses to do the work, he's not showing any indicators of violence.

C. This is not workplace violence. His anger is not work appropriate but he is just reacting to stress in his life.

PAGE 7

Audio: Think about the stressors in your life. Think about what gets your head throbbing, your heart racing, and your fists clenching in frustration. Got it? All adults experience stresses like that and most can work through this stress without resorting to violence. But for those few who may resort to violence, it's important to know what may trigger it.

On screen:

Causes

(Image of causes of different types of stress.)

PAGE 8

Audio: As we've discussed, a violent incident doesn't come out of nowhere. There are signs and signals, small and large, that violence could happen. Now that you know some

of the warning indicators of violence, what is your role in this? As an employee, it's your responsibility to note the changes in a coworker's behavior over time.

You are not a psychologist. You are only responsible for observing unusual behaviors. These observations should focus on addressing behaviors inappropriate to the workplace. Take your observations and report them so your supervisor or manager can address the problem. He or she will take your observations and that of your coworkers to form a big picture of an employee.

If you do not feel comfortable talking to your supervisor or manager, or he or she is the one exhibiting inappropriate behavior, there are other people you can talk to.

On screen:

Responsibilities for Identifying a Violent Situation

As an employee, it's your responsibility to note the changes in a coworker's behavior over time.

- You are only responsible for observing unusual behaviors
- Observations should focus on addressing behaviors inappropriate to the workplace
- Take your observations and report them so your supervisor/manager can address the problem

If you do not feel comfortable talking to your supervisor/manager, or he or she is the one exhibiting inappropriate behavior, there are other people you can talk to.

(Image of puzzle pieces forming to show an upset employee.)

PAGE 9

Audio: As part of your responsibility to help maintain a safe and productive workplace, you should report any inappropriate behavior.

You can do this through the following sources:

- **Hotline:** Each Component should have a Workplace Violence Hotline available for you to report any concerns. The Hotline can make non-emergency referrals to government and contractor HR departments, Employee Assistance Program (EAP) officials, and security forces.
- **ER:** The Employee Relations Practitioner on the HR team plays a lead role in responding to a situation. You'll learn more about reporting to ER in the next module.
- **Union Representative:** If you are a member of the bargaining unit, the Union can facilitate in conflict resolution. You'll learn more about reporting to the Union in the next module.

On screen:

Responsibilities for Identifying a Violent Situation

Report any inappropriate behavior through the following sources:

- **Hotline:** Each Component should have a Workplace Violence Hotline available for you to report any concerns. The Hotline can make non-emergency referrals to government and contractor HR departments, EAP program officials, and security forces.
- **ER:** The Employee Relations Practitioner on the HR team plays a lead role in responding to a situation.
- **Union Representative:** If you are a member of the bargaining unit, the Union can facilitate in conflict resolution.

(Image of employee reporting to different sources.)

PAGE 10

Audio: Now we will take a look at two scenarios that demonstrate behavior that can lead to potentially violent situations.

Click on the "NEXT" button to proceed to Scenario 1.

On screen:

Coming up next:

Identifying Potentially Violent Situations – Part 3

(Image of "NEXT" button.)

Identifying Potentially Violent Situations - Part 3 *(Running Time 4:37)*

PAGE 1

Audio: Gerri is an employee who has recently observed several coworkers behaving oddly. She is concerned about their behavior but isn't sure if they pose a violent threat to the workplace.

Let's start with Salvatore. Watch the video and then answer the following question.

On screen:

Practice: Scenario 1

Gerri is an employee who has recently observed several coworkers behaving oddly.

She is concerned about their behavior but isn't sure if they pose a violent threat to the workplace.

PAGE 2

Audio:

(Video transcript)

Salvatore had, until about 2 months ago, been a great worker. He was well-liked by all of us, did his job efficiently without needing supervisor/manager help, and received two certificates of appreciation from our department in the last 3 years.

About a month ago, I needed some information from Salvatore. I asked him to clarify a portion of a report I was referencing. When I did this, he got angry and threw the report down and yelled at me to use someone else's report. This was totally out of character for him.

Several months ago, Salvatore had confided in me that he and his wife were having problems. I think that this may be what's affecting his behavior.

On screen:

Practice: Scenario 1

(Images of Salvatore and his coworkers.)

Knowledge Check 1

On screen:

Is Salvatore's behavior considered workplace violence? Should Gerri report his behavior?

A. Yes, based on what she has witnessed, she should immediately contact the police

B. No, part of her report would have to include his personal problems, which he confided to her and must be kept confidential

C. Yes, his angry outbursts are uncharacteristic, and Gerri should report the behavior before it escalates

D. No, if he is acting out because of personal problems, it is just a phase and is not likely to continue for very long

PAGE 3

Audio: Gerri reports her worries about Salvatore's behavior to her supervisor, Hannah. Hannah takes her report very seriously. She is also understanding of Gerri's concerns for the well-being of Salvatore and her coworkers. After talking to several other employees who share similar stories, Hannah schedules a meeting with Salvatore.

Salvatore is upset and explains that his wife of 18 years has just left him with no warning or explanation. After more conversation, Hannah puts him in contact with EAP. While he is still not himself for several more months, the services and the help provided by EAP make him a productive part of the team again.

Gerri's concern for her coworker and her report to Hannah reduce the chance for something more serious to occur and got Salvatore the help he needs.

On screen:

Conclusion: Salvatore

Gerri reports her worries about Salvatore's behavior to her supervisor, Hannah.

Hannah takes her report very seriously; she is also understanding of Gerri's concerns for the well-being of Salvatore and her coworkers.

After talking to several other employees who share similar stories, Hannah schedules a meeting with Salvatore.

Salvatore is upset and explains that his wife of 18 years has just left him with no warning or explanation.

After more conversation, Hannah puts him in contact with EAP.

While he is still not himself for several more months, the services and help provided by EAP make him a productive part of the team again.

Gerri's concern for her coworker and her report to Hannah reduce the chance for something more serious to occur and got Salvatore the help he needs.

(Image of Salvatore meeting with his supervisor.)

PAGE 4

Audio: A few months after the situation with Salvatore, Gerri is faced with another dilemma involving two coworkers, Henry and Gwen. Watch the video and then answer the following question.

On screen:

Practice: Scenario 2

A few months after the situation with Salvatore, Gerri is faced with another dilemma involving two coworkers, Henry and Gwen.

PAGE 5

Audio:

(Video transcript)

Henry and Gwen haven't been getting along for several weeks. They blame each other for missing a deadline or for making errors in a report.

Last week, Henry came to work to find a crumpled photo at his desk. It was a photo of him and some friends, with an "X" drawn over Henry's face. Henry was very upset and came to me to get my opinion on filing a workplace violence complaint against Gwen. He felt that his life was in danger and that Gwen should be punished at once.

Later that day, Gwen also came to talk to me. She admitted that she had a crush on Henry that was not reciprocated. But she also thought Henry was reading her email, tapping in to her voicemail account, and trying to get her fired.

On screen:

Practice: Scenario 2

(Images of Henry, Gwen, and their coworkers.)

Knowledge Check 1

On screen:

Gerri doesn't know what to do about the situation. Should Gerri treat this as potential workplace violence and report it to her supervisor/manager?

A. Yes, because even if it is a harmless crush, it is spawning potentially violent behavior

B. No, because the crumpled picture did not physically hurt anyone and the issue seems more like a personal problem she should not get involved in

C. Yes, because both are involved in inappropriate behavior that could lead to more violence

D. Both A and C

PAGE 6

Audio: Gerri schedules a meeting with Hannah to discuss her concerns. Hannah takes her report very seriously and immediately schedules separate meetings with both Henry and Gwen, with ER present.

Gwen admits that she has been upset about her unreciprocated feelings and was acting out, including drawing on the picture. She also was reading Henry's emails and listening to

his voicemails. Hannah contacts ER and EAP to help her address the situation and get Gwen the help she needs.

Gerri was correct in understanding that workplace violence is a complicated issue that can start with something small and quickly escalate. Had she or Hannah simply assumed that Henry was lying or that it was just a crush, Gwen could have become more violent and endangered herself, Henry, or others. By reporting the behavior, Gerri prevented something more serious from happening.

On screen:

Conclusion: Henry and Gwen

Gerri schedules a meeting with Hannah to discuss her concerns.

Hannah takes her report very seriously and immediately schedules separate meetings with both Henry and Gwen, with ER present.

Gwen admits that she has been upset about her unreciprocated feelings and was acting out, including drawing on the picture.

She also was reading Henry's emails and listening to his voicemails.

Hannah contacts ER and EAP to help her address the situation and get Gwen the help she needs.

Gerri was correct in understanding that workplace violence is a complicated issue that can start with something small and quickly escalate.

Had she or Hannah simply assumed that Henry was lying or that it was just a crush, Gwen could have become more violent and endangered herself, Henry, or others.

By reporting the behavior, Gerri prevented something more serious from happening.

(Image of Hannah meeting with Gwen and Henry separately.)

PAGE 7

Audio: Some key points to remember:

- There is no profile for a potentially violent person, but there are warning indicators that a person may become violent;
- You should have an understanding of your employees' baseline behavior and look for warning indicators for new employees;
- Workplace violence can be caused by different stresses faced in the workplace, at home, and other outside stresses; and
- Knowledge of indicators and stresses will help you identify a potential situation before it escalates.

On screen:

Key Points

- There is no profile for a potentially violent person, but there are warning indicators that a person may become violent
- You should have an understanding of your employees' baseline behavior and look for warning indicators for new employees
- Workplace violence can be caused by different stresses faced in the workplace, at home, and other outside stresses
- Knowledge of indicators and stresses will help you identify a potential situation before it escalates

PAGE 8

Audio: Now that you are able to identify signs of workplace violence and recognize a situation in which workplace violence may occur, click on the "NEXT" button to proceed to the next module, Preventing Workplace Violence.

On screen:

Coming up next:

Preventing Workplace Violence

(Image of "NEXT" button.)

Preventing Workplace Violence - Part 1 *(Running Time 4:35)*

PAGE 1

Audio: This training module will assist you in preventing workplace violence.

On screen:

Preventing Workplace Violence

PAGE 2

Audio:

(Video transcript)

Bob's behavior continues to be more inappropriate. He wastes a lot of time messing with the stuff on his walls and rearranging his desk. We've been working together on a project and he has been short-tempered and resentful when I need his feedback. He also tells me stories of how he thinks some of our coworkers are out to get him. He has told me in the past about a gambling problem and I'm wondering if maybe it's a problem again. But I don't want to report him and get him in trouble for nothing. I also don't want to violate his privacy or be known as a tattletale. Is this really something to be worried about? Should I do something?

On screen:

(Images of Bob and his coworkers.)

PAGE 3

Audio: There are now several more indicators that Bob may become violent. But a situation like his isn't inevitable; it doesn't have to escalate. You can prevent violent behavior and stop it before it starts.

You have a responsibility to do what you can to help ensure a safe work environment. You don't need to be an expert on violent behavior; you just need to know what to look for and where to report an incident.

After completing this module, you should be able to identify the responsibilities of employees in helping to prevent workplace violence.

On screen:

Module Preview

You can prevent violent behavior and stop it before it starts.

You just need to know what to look for and where to report an incident.

After completing this module, you should be able to:

- Identify the responsibilities of employees in helping to prevent workplace violence

PAGE 4

Audio: What have you learned so far? You know that workplace violence is an issue that can happen anywhere, anytime. You know there are warning indicators to look for. And you know that certain life and work stresses can cause an incident. But, perhaps most importantly, you know you have a responsibility to help prevent it. Thankfully, you're already on your way to doing this just by being aware of workplace violence as an issue.

Now channel this awareness into preventing workplace violence. Your knowledge of indicators and causes of an incident is just the first step of prevention. Let's take a look at two additional resources: training and agency policies.

On screen:

Awareness

What have you learned so far?

- Workplace violence is an issue that can happen anywhere, anytime
- There are warning indicators to look for
- Certain life and work stresses can cause an incident
- You have a responsibility to help prevent it

Your knowledge of indicators and causes of an incident is just the first step of prevention.

(Image of traffic cone.)

PAGE 5

Audio: Education is an important tool for preventing workplace violence. This can involve formal classroom or web-based training or informal conversations among coworkers.

All employees should be trained on how to recognize and report incidents of violent, intimidating, threatening, and disruptive behavior. **Annual training on workplace violence is mandatory.** Your supervisor and/or HR staff should keep you aware of training opportunities as they occur. If they do not, ask them.

Training is also a great way to get to know agency experts so you know who to talk to when necessary. We'll talk more about some of these support resources in the next module.

On screen:

Training

Education is an important tool for preventing workplace violence.

This can involve:

- Formal classroom training
- Web-based training
- Informal conversations among coworkers

(Images of students in a classroom and taking online training.)

All employees should be trained on how to recognize and report incidents of violent, intimidating, threatening, and disruptive behavior.

Annual training on workplace violence is mandatory!

Training is also a great way to get to know agency experts so you know who to talk to when necessary.

PAGE 6

Audio: Topics covered in workplace violence prevention training sessions may include:

- Encouragement to report incidents;
- Ways of preventing or diffusing volatile situations or aggressive behavior;
- How to deal with hostile persons;
- Anger management;
- Techniques and skills to resolve conflicts;

- Stress management, relaxation techniques, and wellness training;
- Security procedures;
- Personal security measures;
- Programs operating within the agency that can assist employees in resolving conflicts; and
- Explanation of the agency's workplace violence policy.

Now let's discuss the last point, agency policy.

On screen:

Training

Workplace violence prevention training may include:

- Encouragement to report incidents
- Ways of preventing or diffusing volatile situations or aggressive behavior
- How to deal with hostile persons
- Anger management
- Techniques and skills to resolve conflicts
- Stress management, relaxation techniques, and wellness training
- Security procedures
- Personal security measures
- Programs operating within the agency that can assist employees in resolving conflicts
- Explanation of the agency's workplace violence policy

(Image of Instructor and students in a training class.)

PAGE 7

Audio: Agency policies are great sources of information. They can provide details on how your agency and Component want you to recognize and report any inappropriate or threatening behavior. You should be aware of, and follow, the guidelines set forth in the DCPAS Guide: Workplace Violence Prevention and Response. As mentioned previously, this guide can be accessed through the Resources page of this training site.

The policy should include where to report an incident. In general, you should report to your supervisor, Security, HR, and the EAP, as necessary. The policy also includes important contact information in case of an emergency.

On screen:

Policies

You should be aware of, and follow, the guidelines set forth in the DCPAS Guide: Workplace Violence Prevention and Response.

- The policy includes:
    - Where to report an incident
        - In general, you should report to your supervisor, Security, HR, and the EAP, as necessary
    - Important contact information in case of an emergency

(Image of employee reading a policy guide.)

PAGE 8

Audio: This concludes Part 1 of this training module. Click on the “NEXT” button to continue.

On screen:

Coming up next:

Preventing Workplace Violence – Part 2

(Image of “NEXT” button.)

Preventing Workplace Violence - Part 2 *(Running Time 5:53)*

PAGE 1

Audio: Completing the training and reading the policies are vitally important to reporting an incident. If you see or hear something that you don't think is appropriate or may lead to violence, you must report it. Keep three things in mind when it's time to report something: Observe…Notice…Report.

On screen:

Reporting Incidents

Keep three things in mind when it's time to report something:

OBSERVE

NOTICE

REPORT

PAGE 2

Audio: Observe what your office environment is like on a typical day. Take note of:

- How people interact with each other;
- How fellow employees react to stress; and
- If anyone seems to positively or negatively affect the tone or attitude of the office.

Paying attention to your usual office climate will help you realize when something may be wrong.

On screen:

Reporting Incidents: Observe

Take note of:

- How people interact with each other
- How fellow employees react to stress
- If anyone seems to positively or negatively affect the tone or attitude of the office

Paying attention to your usual office climate will help you realize when something may be wrong.

PAGE 3

Audio:

(Video transcript)

KATHY: Jen!

JENNIFER: Good morning.

KATHY: I had a great weekend.

JENNIFER: Tell me!

KATHY: That guy called…

CHRIS: Hey Bob.

BOB: Oh, hi. I've got most of the documents ready to go, I'm just waiting on the cover and the admin pages from Kathy.

KATHY: …Did you go to that support training last week?

JENNIFER: Yeah, it was really…

BOB: …She's sending them over now.

CHRIS: Great. As soon as you have those documents together, I'll take them over to legal and they can give it the final once-over.

BOB: Okay. *laughs* She spelled my name wrong again. Can you believe this? I don't know how many times I've told her how to spell my last name, but it seems like it just slips right out of her head. I mean, you'd think I've been here long enough.

CHRIS: I guess. Some people are just forgetful, you know?

BOB: Hmm, that's true. Anyway, look, I'll tell you what. I'll get Kathy to correct it, and then I'll bring them over to your desk when they're ready.

CHRIS: Okay, sounds good.

BOB: Okay.

CHRIS: Thanks.

BOB: *laughs*

On screen:

(Video of coworkers in an office.)

PAGE 4

Audio: Notice changes in the personality and behaviors of your coworkers. This will be easier if, when recognizing your office environment, you create a mental baseline for coworker behavior. Take note of how they react under normal circumstances so you'll know when something isn't quite right.

On screen:

Reporting Incidents: Notice

Notice changes in the personality and behaviors of your coworkers.

When recognizing your office environment, create a mental baseline for coworker behavior.

Take note of how they react under normal circumstances so you'll know when something isn't quite right.

PAGE 5

Audio:

(Video transcript)

KATHY: Jennifer!

JENNIFER: Good morning!

KATHY: I had a great weekend - Hi, good morning! – So this guy that I met…

CHRIS: Hey Bob. How you doing?

BOB: Oh, hi. I've got most of the documents ready to go. I'm just waiting on the cover and the admin pages from Kathy. She says she's sending them over now.

CHRIS: Okay. Get all of those documents together, I'll run them over to legal for the final once-over.

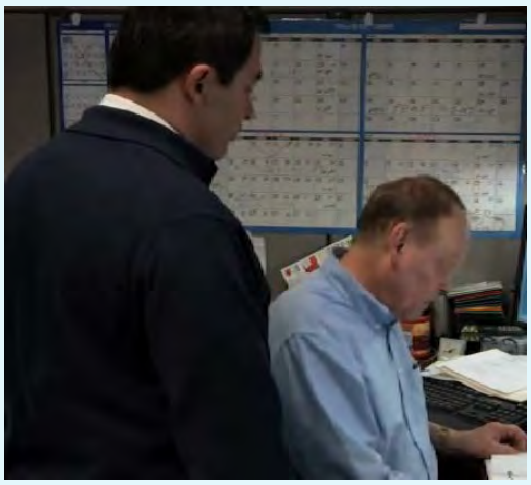
BOB: Okay. *groans* She spelled my name wrong. Again. Can you believe this?! I don't know how many times I have told her how to spell my last name, and it seems to just rush out of that thick skull of hers! Are you kidding me?! How long have I been here, huh?! I have been here long enough so people should know how to spell my name right!

CHRIS: I don't know, Bob. I guess some people are just forgetful.

BOB: Forgetful? No, this is not forgetful. This is personal. And now we're gonna miss the deadline, because I'm gonna have to get Kathy to fix this! I'll get them to you when I get them to you.

CHRIS: Okay. I'll be at my desk.

On screen:



(Video of coworkers in an office.)

PAGE 6

Audio: Report any inappropriate, threatening, or violent words or actions to your supervisor or manager. It could be an isolated incident to you, but someone else may have witnessed the behavior, too. Your supervisor or manager relies on reports from many individuals to form a big picture of an employee's behavior.

If you are not comfortable talking to him or her, report the incident to HR.

On screen:

Reporting Incidents: Report

Report any inappropriate, threatening, or violent words or actions to your supervisor/manager.

- If you are not comfortable talking to him or her, report the incident to HR

PAGE 7

Audio:

(Video transcript)

SUPERVISOR: Here you go.

CHRIS: Thanks, and if you have a minute, there's actually something I'd like to talk to you about.

SUPERVISOR: Sure, have a seat.

CHRIS: Okay.

SUPERVISOR: So, tell me what's going on.

CHRIS: Well, look. This might be nothing, but I have noticed some things about Bob, and they're concerning me. So I thought maybe we should talk about it.

SUPERVISOR: Sure.

On screen:

(Video of an employee and his supervisor.)

PAGE 8

Audio: What should be reported to the supervisor or manager about Bob? Pretend you are the employee. Think about what you may have witnessed. What do you know about Bob? What would you say? Here are some examples of observations and worries about Bob that might be reported. Please take a moment to review, then click on the "RESUME" button to continue.

On screen:

Activity – Reflect

Observations about Bob:

- He used to be friendly and helpful; now he yells at coworkers
- He spends a lot of time organizing his desk, and he will do this repeatedly before starting his work
- He keeps to himself and isn't very social
- He doesn't want to do his work and questions our supervisor
- He is angry and berating
- He's had a gambling problem in the past that might be affecting him now

(Image of "RESUME" button.)

PAGE 9

Audio: After trying to get Bob's feedback on your joint project, you go back to your desk. After a few minutes Bob sends you a rude email. In it he is condescending, belittles your work, and says that "you will pay for your rude behavior." You begin to think about Bob and his recent behavior.

On screen:

Scenario

After trying to get Bob's feedback on your joint project, you go back to your desk.

After a few minutes Bob sends you a rude email; in it, he is condescending, belittles your work, and says that "you will pay for your rude behavior."

Knowledge Check 1

On screen:

Which of the following would you be correct in thinking?

A. "Bob is not a problem because workplace violence is not a problem here. We have a Security department and they wouldn't let anything happen."

B. "He might be dangerous, but it's probably okay. Besides, we have an Occupant Emergency Plan (OEP) and we'll rehearse it, so if something does happen, we'll be safe."

C. "We have a great training program in place and because of this, I'm sure someone has reported Bob's more serious behavior. And this is just an email; it's not a big deal."

D. "Bob's behavior is scaring me. I've been told that we all have a duty to report any suspicious behavior and I think my supervisor will want to know about this email."

PAGE 10

Audio: Some key points to remember:

- Being aware of the seriousness and prevalence of workplace violence is the first step to preventing it;
- Workplace violence prevention training can help you recognize the signs so you can report inappropriate behavior;
- Consult your Component's and agency's policies for specific procedures for recognizing and reporting violent incidents; and
- Keep in mind when reporting an incident to:
    - Recognize what your office environment is like;
    - Notice changes in the behavior of coworkers; and
    - Report what you see or hear.

On screen:

Key Points

- Being aware of the seriousness and prevalence of workplace violence is the first step to preventing it
- Workplace violence prevention training can help you recognize the signs so you can report inappropriate behavior
- Consult your Component's and agency's policies for specific procedures for recognizing and reporting violent incidents
- Keep in mind when reporting an incident to:
    - Recognize what your office environment is like
    - Notice changes in the behavior of coworkers
    - Report what you see or hear

PAGE 11

Audio: Now that you understand the responsibilities of employees in helping to prevent workplace violence, click on the "NEXT" button to proceed to the next module, Support Resources.

On screen:

Coming up next:

Support Resources

(Image of "NEXT" button.)

Support Resources *(Running Time 7:56)*

PAGE 1

Audio: This module will help you become familiar with the support resources that are available to assist you in preventing workplace violence.

On screen:

Support Resources

PAGE 2

Audio: There are numerous support resources available to help you observe, report, and respond to a violent incident.

On screen:

Support

(Image of Support Resource categories in a circle flowchart: Supervisor/Manager, arrow to ER, arrow to EAP, arrow to ADR, arrow to Security, arrow to Union, arrow back to Supervisor/Manager.)

PAGE 3

Audio: The Supervisor or Manager:

- Takes all threats seriously. If any doubts arise as to the seriousness of a threat, contacts the Component Security Office, the HR Office, and/or the Employee Assistance Program (EAP) for counseling and/or advice;
- Informs employees of Department and Component workplace violence policies and procedures;
- Ensures that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials;
- Ensures that employees with special needs are aware of emergency evacuation procedures and have assistance, as necessary, regarding emergency evacuation situations;
- Promptly reports all threats brought to their attention to management, the Office of Protective Services, the HR Office, and the EAP, if necessary;
- Ensures that events are properly investigated and addressed;
- Coordinates with the Component Security Office, HR, and the EAP staff early on; knows who the contacts are in these offices; and what services they can provide for prevention, response, and follow-up; and
- Knows that timely response is a measure that leads to success in the prevention of workplace violence.

On screen:

Support

The Supervisor/Manager:

- Takes all threats seriously; if any doubts arise as to the seriousness of a threat, contacts the Component Security Office, the HR Office, and/or the EAP for counseling and/or advice
- Informs employees of Department and Component workplace violence policies and procedures
- Ensures that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials
- Ensures that employees with special needs are aware of emergency evacuation procedures and have assistance as necessary regarding emergency evacuation situations
- Promptly reports all threats brought to their attention to management, the Office of Protective Services, the HR Office, and the EAP if necessary
- Ensures that events are properly investigated and addressed
- Coordinates with the Component Security Office, HR, and the EAP staff early on; knows who the contacts are in these offices; and what services they can provide for prevention, response, and follow-up
- Knows that timely response is a measure that leads to success in the prevention of workplace violence

PAGE 4

Audio: The Employee Relations Practitioner (the HR team):

- Participates on the Threat Assessment and Incident Response teams;
- Provides supervisory training which may include basic leadership skills (for example: setting clear standards of conduct and performance, addressing employee problems promptly, and using probationary periods), performance counseling, discipline, Alternative Dispute Resolution (ADR), and other management tools conscientiously;

- Provides technical expertise and consultation to help supervisors determine what course of administrative action is most appropriate in specific situations;
- Ensures accurate position sensitivity and risk designations are established for all positions in collaboration with Component Security Offices; and
- Cooperates with Security and external investigators in connection with required background investigations.

On screen:

Support

The Employee Relations Practitioner (the HR team):

- Participates on the Threat Assessment and Incident Response teams
- Provides supervisory training which may include basic leadership skills (e.g., setting clear standards of conduct and performance, addressing employee problems promptly, and using probationary periods), performance counseling, discipline, ADR, and other management tools conscientiously
- Provides technical expertise and consultation to help supervisors determine what course of administrative action is most appropriate in specific situations
- Ensures accurate position sensitivity and risk designations are established for all positions in collaboration with Component Security Offices
- Cooperates with Security and external investigators in connection with required background investigations

(Image of Bob speaking to Human Resources.)

PAGE 5

Audio: The Employee Assistance Program (EAP):

- Participates on a Threat Assessment team;
- Provides short–term counseling and referral services to employees at no cost;
- Consults with the Threat Assessment team when a potential for violence exists or an actual incident is reported;
- Consults with Incident Response teams when a potential for violence exists or an actual incident is reported;
- Participates on Incident Stress Debriefing teams in the event of a violent situation;
- Consults with supervisors to identify specific problem areas, develop action plans to resolve problems in the early stages, and encourage employees and supervisors to contact the EAP for individual counseling; and
- Helps in the prevention of workplace violence through:
    - Early involvement in organizational change;
    - Training employees in dealing with angry coworkers and customers, conflict resolution, and communication skills; and
    - Training supervisors to deal with problems as soon as they surface without diagnosing the employee's problem.

On screen:

Support

The Employee Assistance Program (EAP):

- Participates on a Threat Assessment team
- Provides short–term counseling and referral services to employees at no cost
- Consults with the Threat Assessment team when a potential for violence exists or an actual incident is reported
- Consults with Incident Response teams when a potential for violence exists or an actual incident is reported
- Participates on Incident Stress Debriefing teams in the event of a violent situation
- Consults with supervisors to identify specific problem areas, develop action plans to resolve problems in the early stages, and encourage employees and supervisors to contact the EAP for individual counseling
- Helps in the prevention of workplace violence through:
    - Early involvement in organizational change
    - Training employees in dealing with angry coworkers and customers, conflict resolution, and communication skills
    - Training supervisors to deal with problems as soon as they surface without diagnosing the employee's problem

PAGE 6

Audio: Alternative Dispute Resolution (ADR):

- Mediates conflict if used before it escalates into violence; and
- Applies if conflict is between employees, or employee and supervisor or manager, and both parties are willing to participate.

A mediator properly trained in listening and communicating can defuse tensions, clear up misunderstandings, and open the door to further productive dialogue. By helping uncover misunderstandings or enabling an individual to discuss issues fully in a safe setting, the result

may be not only immediate resolution of an issue, but improved relations and communications for the future.

An ombudsperson is the "eyes and ears" of the highest level of an organization. Individuals having complaints or grievances about the organization can bring them confidentially to the ombudsperson who can listen, investigate, and recommend solutions to problems.

On screen:

Support

Alternative Dispute Resolution (ADR):

- Mediates conflict if used before it escalates into violence
- Applies if conflict is between employees, or employee and supervisor/manager, and both parties are willing to participate

(Image of an employee speaking to a mediator.)

- A mediator properly trained in listening and communicating can defuse tensions, clear up misunderstandings, and open the door to further productive dialogue.
    - By helping uncover misunderstandings or enabling an individual to discuss issues fully in a safe setting, the result may be not only immediate resolution of an issue, but improved relations and communications for the future.
- An ombudsperson is the "eyes and ears" of the highest level of an organization. Individuals having complaints or grievances about the organization can bring them confidentially to the ombudsperson who can listen, investigate, and recommend solutions to problems.

PAGE 7

Audio: The Security Office:

- Participates on the Threat Assessment team;
- Provides properly trained and equipped security forces to prevent, deter, and respond to threats and/or incidents of workplace violence;
- Conducts investigations into threats and incidents, as appropriate;
- Conducts regular threat assessment surveys of the Component and individual facilities to determine emergency plans, evaluate the level of security preparedness, and detect and cure any gaps in security policies and procedures;
- Serves as the facility security expert by keeping management advised of the risk of violence, the security gaps identified by threat assessments, and the means to close those gaps, including use of the latest technologies;
- Works with facility management personnel to improve the physical security aspects of the buildings, grounds, parking lots, etc.;
- Trains facility personnel in security measures and violence prevention techniques;
- Works closely with facility personnel to ensure buildings, areas, and grounds are safe for employees and visitors;
- Determines jurisdictional restrictions and identifies alternative law enforcement agencies that may be able to provide assistance, including notification and liaison planning;
- Provides threat assessment personnel who can assist the Component in determining the best way to protect personnel;
- Suggests safety and security measures that need to be implemented; and
- Escorts potentially violent individuals safely off the premises, suspending access to the premises until they have been cleared by HR or EAP for re-entry, and handles individuals who have been terminated.

On screen:

Support

The Security Office:

- Participates on the Threat Assessment team
- Provides properly trained and equipped security forces to prevent, deter, and respond to threats and/or incidents of workplace violence
- Conducts investigations into threats and incidents, as appropriate
- Conducts regular threat assessment surveys of the Component and individual facilities to determine emergency plans, evaluate the level of security preparedness, and detect and cure any gaps in security policies and procedures
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- Works with facility management personnel to improve the physical security aspects of the buildings, grounds, parking lots, etc.
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- Provides threat assessment personnel who can assist the Component in determining the best way to protect personnel
- Suggests safety and security measures that need to be implemented
- Escorts potentially violent individuals safely off the premises, suspending access to the premises until they have been cleared by HR or EAP for re-entry, and handles individuals who have been terminated

PAGE 8

Audio: If applicable to you, the Union:

- Is familiar with, and actively supports, policy and contract language on workplace violence prevention;
- Stays alert to security issues and potential threats and reports issues accordingly;
- Stays fully abreast of procedures for addressing workplace threats and emergencies;
- Stays up-to-date on programs offered by the EAP, as well as the procedures and policies regarding the ability of designated Union officials to make employee referrals to the EAP;
- Works closely with all levels of management to ensure that employees are up-to-date on Department and Component workplace violence policies and procedures; and
- Participates fully with management in all phases of workplace violence prevention and response, including membership on Threat Assessment and Incident Response teams, as appropriate.

On screen:

Support

The Union (if applicable):

- Is familiar with, and actively supports, policy and contract language on workplace violence prevention
- Stays alert to security issues and potential threats and reports issues accordingly
- Stays fully abreast of procedures for addressing workplace threats and emergencies
- Stays up-to-date on programs offered by the EAP, as well as the procedures/policies regarding the ability of designated Union officials to make employee referrals to EAP
- Works closely with all levels of management to ensure that employees are up-to-date on Department and Component workplace violence policies and procedures
- Participates fully with management in all phases of workplace violence prevention and response, including membership on Threat Assessment and Incident Response teams, as appropriate

(Image of Bob talking to coworker.)

PAGE 9

Audio: You decide you need to consult support resources to help you with the Bob situation. In each of the following scenarios, read the statement from the employee and determine which support resource he or she is part of.

On screen:

Knowledge Check

Knowledge Check 1

On screen:

"I'm Todd. When Rosa reported that one of her coworkers was leaving her harassing voicemails, I interpreted our Component policy to address how to deal with the offending employee."

A. Employee Relations (ER)

B. Employee Assistance Program (EAP)

C. Alternative Dispute Resolution (ADR)

D. Security

E. Threat Assessment team

Knowledge Check 2

On screen:

"I'm Robin. When Yao came to me with concerns about one of his employees, I evaluated the risk and coordinated a planned response to the situation."

A. Employee Relations (ER)

B. Employee Assistance Program (EAP)

C. Alternative Dispute Resolution (ADR)

D. Security

E. Threat Assessment team

Knowledge Check 3

On screen:

"I'm Manuel. As part of my job I prepare procedures for the Component for potential and actual violent instances."

A. Employee Relations (ER)

B. Employee Assistance Program (EAP)

C. Alternative Dispute Resolution (ADR)

D. Security

E. Threat Assessment team

PAGE 10

Audio: A key point to remember:

- There are a number of support resources available to assist you in preventing workplace violence.

On screen:

A Key Point to Remember

There are a number of support resources available to assist you in preventing workplace violence.

PAGE 11

Audio: Now that you are familiar with the support resources available to you, click on the "NEXT" button to proceed to the next module, Responding to Violent Incidents.

On screen:

Coming up next:

Responding to Violent Incidents

(Image of "NEXT" button.)

Responding to Violent Incidents *(Running Time 8:56)*

PAGE 1

Audio: This training module will help you understand how to respond during a workplace violence incident.

On screen:

Responding to Violent Incidents

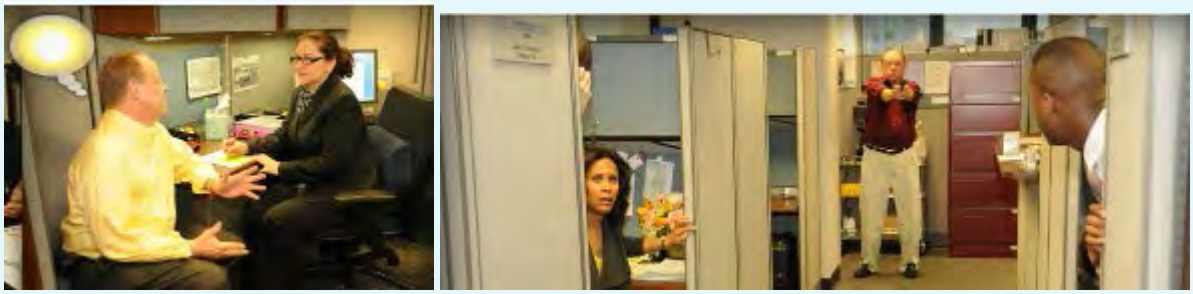
PAGE 2

Audio:

(Video transcript)

I reported my fears about Bob's behavior to my supervisor, who took it very seriously. Bob met with ER and seemed calm at the end of the day. But the next day, Bob brought a gun to the office. He waved it around and made several threats. How did this happen?

On screen:



(Images of Bob bringing a gun into the workplace.)

PAGE 3

Audio: The worst has happened and you now find yourself in the middle of a workplace violence incident. Bob went too far but there are still things you must do to respond to, and recover from, his violent act.

We hope it never gets this extreme. But it might. You did the right thing in noticing the signs and reporting them. And just as you were prepared to recognize and report them, you must also be prepared to respond to an incident should one occur.

In this module we will discuss the Emergency Response Team (ERT).

After completing this module, you should be able to determine how to behave during an incident of workplace violence.

On screen:

Module Preview

There are things you must do to respond to and recover from a violent act.

Just as you were prepared to recognize and report warning signs, you must also be prepared to respond to an incident should one occur.

After completing this module, you should be able to:

- Determine how to behave during an incident of workplace violence

PAGE 4

Audio: Policies and plans. Training and counseling. You know how to help prevent a violent incident, but there are no guarantees against workplace violence. While most incidents will not rise to the level of physical violence, it can still happen, even with the most effective and observant employees.

On screen:

What Do We Do Now?

Policies and plans. Training and counseling. You know how to help prevent a violent incident, but there are no guarantees against workplace violence.

While most incidents will not rise to the level of physical violence, it can still happen, even with the most effective and observant employees.

(Image of dominoes falling over.)

PAGE 5

Audio: There are different types of responses for different levels of incidents.

The first is Level 1. This includes:

- Implied (covert) threats;
- Verbal and/or mental abuse;
- Harassment and/or badgering;
- Inappropriate tones (threatening); and
- Inappropriate gestures (menacing).

Please take a moment to review the examples of Level 1 incidents and typical responses, then click on the “RESUME” button to continue.

On screen:

Levels of Incidents

Levels	Categories	Examples	Response
Level 1	• Implied (Covert) Threats • Verbal/Mental Abuse • Harassment/Badgering • Inappropriate Tones (threatening) • Inappropriate Gestures (menacing)	• Screaming, yelling, or belligerent tones • Statements like "You'll pay for this!" or "You'll be sorry!" • Name calling, berating, or sarcasm • Unfounded criticism like "You can't do anything right."	• Report to your Supervisor • Document

(Image of Level 1 Incidents table.)

(Image of "RESUME" button.)

PAGE 6

Audio: Level 2 includes:

- Threatening gestures;
- Specific (overt) written or verbal threats;
- Property abuse and/or mishandling; and
- Stalking.

Please take a moment to review the examples of Level 2 incidents and typical responses, then click on the "RESUME" button to continue.

On screen:

Levels of Incidents

Levels	Categories	Examples	Response
Level 2	• Threatening Gestures • Specific (Overt) Written or Verbal Threats • Property Abuse/Mishandling • Stalking	• Raising hand or object to strike someone • Any written or verbal threat to harm, avenge, or retaliate • Throwing objects, slamming doors, slamming fists on desk, hitting or kicking walls or objects • Monitoring a coworker's activities to satisfy personal objectives (unwarranted attention) • Refusing to leave an area (office) when asked to do so • Intentionally crowding to intimidate • Blocking access to or exit from the area	• Report to your Supervisor • Document

(Image of Level 2 Incidents table.)

(Image of "RESUME" button.)

PAGE 7

Audio: Level 3 includes:

- "Scuffles" (physical contact);
- Destruction;
- Assault – physical, sexual, armed;
- A presently occurring loss-of-control event creating fear of imminent harm; and
- Unauthorized possession of firearms or other weapons on government premises.

Please take a moment to review the examples of Level 3 incidents and typical responses, then click on the "RESUME" button to continue.

On screen:

Levels of Incidents

Levels	Categories	Examples	Response
Level 3	• "Scuffles" (Physical Contact) • Destruction • Assault – Physical, Sexual, Armed • A presently occurring loss-of-control event creating fear of imminent harm • Unauthorized possession of firearms or other weapons on government premises	• Shoving, grabbing, jabbing, poking, or prodding • Tripping or intentionally bumping or jostling • Breaking equipment • Breaking or putting holes in doors, walls, windows, etc. • Intentional use of objects for purpose of destruction – fire, bombs, chemicals, vehicles, etc. • Any intentional harmful physical contact • Unremitting rampage of loud, threatening, or incoherent speech • Bringing an unauthorized weapon on site	• Activate Emergency Response Procedures – Do NOT try to handle on your own!! • Report to Supervisor • Assist in maintaining calm if possible • Assist in victim care if possible • Leave the area if necessary for your safety • Document

(Image of Level 3 Incidents table.)

(Image of "RESUME" button.)

PAGE 8

Audio: The purpose of an Occupant Emergency Plan (OEP) is to keep employees safe during an emergency. An OEP consists of procedures developed to protect life and property. Familiarize yourself with what is covered in the OEP and make sure you know how to apply it. Procedures included in the plan should cover:

- Evacuation;
- Shelter-in-place; and
- Communication (for example, phone tree emergency notification).

Your OEP should also be Component-specific so as to address the unique needs of your workplace and employees. Your supervisor or manager should lead the office in rehearsing the OEP.

You can review an OEP template produced by the General Services Administration by clicking on the link shown here.

On screen:

Occupant Emergency Plan (OEP)

An OEP consists of procedures developed to protect life and property.

Procedures included in the plan should cover:

- Evacuation
- Shelter-in-place
- Communication (e.g., phone tree emergency notification)

OEP template by the **General Services Administration** (https://twms.navy.mil/selfservice/online_training/modules/WORKPLACE_VIOLENCE_658532_T/resources/OEP_Guide_Supplement_3_template_11_16_07.pdf)

(Images of an exit sign, a desk, and a phone.)

PAGE 9

Audio: The Emergency Response Team (ERT) exists to deal with the immediate consequences and ramifications of a violent situation. The team will help put the OEP into action and lead others in doing the same.

The team typically consists of supervisors or managers and security, not employees. A member of the public affairs staff may also be included in order to communicate with the public and media.

The ERT and the plans it rehearses and follows will be Component-specific.

Let's take a look at some of the team's responsibilities in the aftermath of Bob's situation.

On screen:

Emergency Response Team (ERT)

- Deals with the immediate consequences and ramifications of a violent situation
- Helps put the OEP into action and leads others in doing the same
- Consists of supervisors/managers and security, not employees
    - A member of the public affairs staff may also be included in order to communicate with the public and media

The ERT and the plans it rehearses and follows will be Component-specific.

(Image of employees practicing the Occupant Emergency Plan.)

PAGE 10

Audio: The ERT:

- Assists management and employees by serving as an information source regarding workplace violence concerns;
- Shares information with employees;
- Assists with attempts to de-escalate and manage the situation;
- Coordinates with the media;
- Addresses administrative issues;
- Facilitates and coordinates response action to ensure appropriate follow-up; and
- Takes steps to prevent similar incidents in the future.

Do you know who is on your Component's ERT? If not, consult your supervisor to find out.

On screen:

Emergency Response Team (ERT)

- Assists management and employees by serving as an information source regarding workplace violence concerns
- Shares information with employees
- Assists with attempts to de-escalate and manage the situation
- Coordinates with the media
- Addresses administrative issues
- Facilitates and coordinates response action to ensure appropriate follow-up
- Takes steps to prevent similar incidents in the future

(Image of members of the Emergency Response Team.)

PAGE 11

Audio: Now let's talk about how to behave during an incident.

There are five steps you should follow should a workplace violence incident occur. Follow these steps for how to behave and protect yourself and your coworkers in the process.

1. Help others but do not jeopardize your own safety.
2. Call 911 and provide location details like floor and room number.
3. Remember OEP drills and follow what you practiced.
4. Follow the OEP procedures for evacuation, shelter-in-place, and communication.
5. Look to the ERT for leadership and guidance on the next steps.

On screen:

How to Behave

Follow these steps for how to behave and protect yourself and your coworkers in the process.

1. Help others but do not jeopardize your own safety.
2. Call 911 and provide location details like floor and room number.
3. Remember OEP drills and follow what you practiced.
4. Follow the OEP procedures for evacuation, shelter-in-place, and communication.
5. Look to the ERT for leadership and guidance on the next steps.

(Image of a map.)

PAGE 12

Audio: We know that after exhibiting many warning indicators of violence, Bob brought a gun into the office. He waved the gun around and threatened his coworkers.

Let's take a closer look at how one of these employees, Macy, responded to this emergency.

On screen:

Practice: Responding to an Incident

(Images of Macy and Bob.)

Knowledge Check 1

On screen:

Macy is a coworker and was in the office with Bob. At the time of his threats, Macy was the closest in proximity to Bob. As an employee, which of the following is it her responsibility to do?

A. After helping her coworkers exit, she can attempt to subdue Bob until the police arrive.

B. Coordinate a plan of action with her supervisor, ER, and EAP.

C. Since he didn't harm anyone she can report him to her supervisor so they can document the incident.

D. Activate emergency procedures according to the OEP.

Knowledge Check 2

On screen:

Gavin is panicking and comes to Macy for help. Macy reminds him of the office's suggestions for how to behave in the event of a violent incident. What are the steps he should follow? Select the best answer.

A. Follow the OEP; Call 911 (or follow local emergency procedures); Look for leadership from the ERT; Protect individual safety first; Remember OEP drills

B. Call 911 (or follow local emergency procedures); Follow the OEP; Look for leadership from the ERT; Protect individual safety first; Remember OEP drills

C. Protect individual safety first; Call 911 (or follow local emergency procedures); Remember OEP drills; Follow the OEP; Look for leadership from the ERT

D. Remember OEP drills; Call 911 (or follow local emergency procedures); Protect individual safety first; Follow the OEP; Look for leadership from the ERT

Knowledge Check 3

On screen:

Once out of the building Macy looks for Juan, who she knows is a member of the Component's ERT. Once Macy finds Juan, what can he do?

A. Share the information he has with the employees; assist in managing the situation; recruit new members for the ERT; and coordinate response action

B. Assist in managing the situation; coordinate response action; close the office and send employees home; and coordinate with the media

C. Share the information he has with the employees; assist in managing the situation; coordinate response action; and coordinate with the media

PAGE 13

Audio: Thankfully, Bob surrendered without incident. No one was physically injured and employees were able to escape the building. The police were called and Bob was arrested.

Planning and practice helped the employees respond to this incident. Macy followed the response efforts she had learned and ensured that the aftermath went as smoothly as could be expected.

On screen:

Conclusion: Responding to an Incident

(Image of Bob being arrested. Image of employees leaving building. Image of Macy talking to a coworker.)

PAGE 14

Audio: Some key points to remember:

- There are three levels of incidents and the response varies with each;
- An Occupant Emergency Plan includes important response and preparedness procedures; and
- An Emergency Response Team deals with the immediate consequences of violence and has certain responsibilities to carry out in its aftermath.

You are now able to determine how to behave during a workplace violence incident.

On screen:

Key Points

- There are three levels of incidents and the response varies with each
- An Occupant Emergency Plan (OEP) includes important response and preparedness procedures
- An Emergency Response Team (ERT) deals with the immediate consequences of violence and has certain responsibilities to carry out in its aftermath

PAGE 15

Audio:

(Video transcript)

Bob is in police custody and facing criminal charges. I'm sorry that I was not able to help him or prevent this from happening, but I am grateful no one was physically injured. Bob's violence could have been prevented. Now that I've been through this training, the warning indicators about him are even more clear to me. He became disorganized and paid little attention to his hygiene. He resented the work he was assigned. And he threatened and berated his fellow coworkers. From now on I know what resources are at my disposal as an employee, like our Component policy; ER, Security, and other support sources; and, of course, my supervisor, my manager. I know which warning indicators to look for and to report any inappropriate behavior immediately.

On screen:

(Images of Bob in the workplace. Images of employees seeking guidance from the available resources.)

PAGE 16

Audio: Remember, violence in the workplace is preventable and there are always warning signs. You can make a big difference by taking responsibility for workplace safety.

- Recognize the warning indicators that someone may be violent;
- Practice your Component's prevention policies and training;
- Consult support resources for assistance;
- Report any threatening, violent, disturbing, or inappropriate behavior you see or hear to your supervisor or manager; and
- Remember that workplace violence is preventable.

On screen:

The Big Take-Away

Recognize the warning indicators that someone may be violent.

Practice your Component's prevention policies and training.

Consult support resources for assistance.

Report any threatening, violent, disturbing, or inappropriate behavior you see or hear to your supervisor/manager.

Remember that workplace violence is preventable.

PAGE 17

Audio: You are now able to:

- Identify behavior that may indicate the potential for workplace violence;
- Identify warning signs of workplace violence;
- Recognize a situation in which workplace violence may occur;
- Identify the responsibilities of employees in helping to prevent workplace violence; and
- Determine how to behave during an incident of workplace violence.

On screen:

Course Objectives Reviewed

You are now able to:

- Identify behavior that may indicate the potential for workplace violence
- Identify warning signs of workplace violence
- Recognize a situation in which workplace violence may occur
- Identify the responsibilities of employees in helping to prevent workplace violence
- Determine how to behave during an incident of workplace violence

PAGE 18

Audio: This concludes this web-based training on Preventing Workplace Violence.

Thank you for participating!

Please wait while your record is updated.

On screen:

Thank you for participating!

Please wait while your record is updated.

To receive credit for this training, please contact your local training coordinator.