

PEOPLE | PROPERTY | REPUTATION

# ASSET PROTECTION



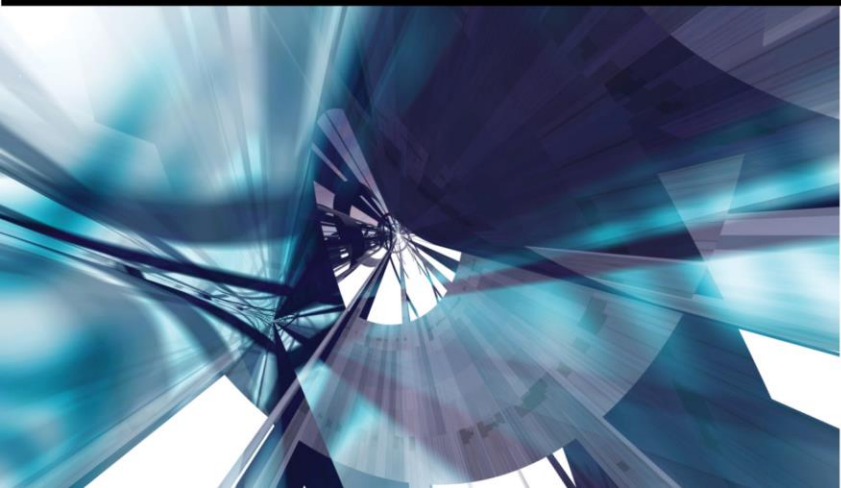
THE VOICE OF FOOD RETAIL 

PEOPLE | PROPERTY | REPUTATION

# Exposing the Myths of Workplace Violence And Preparing Realistic Prevention Tactics

Randy Ferris  
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Violence Prevention Strategies, LLC

*Providing Peace of Mind*





## From the Current OSHA Website:

“Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide”

# What We Will Cover Today

- How to Sell Your Organization on Implementing a Violence Prevention Program
  - Reasons to have one
  - Consequences to not having one
  - How to deal with rationalizations and denial
- The Real Risks Your Company Faces
- Components of a Comprehensive Violence Prevention Program

# REASONS TO HAVE A WORKPLACE VIOLENCE PROGRAM

Providing Common Sense  
Responses to Rationalizations,  
Denials and Myths



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# Maintain a Safe Workplace



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# Prevent an Act of Violence





# PREVENT THE EFFECTS OF VIOLENCE



# Protect Yourself From Regulatory Fines and Litigation



# AVOID PUBLIC CONDEMNATION AND SHAREHOLDER FLIGHT



# WHAT ARE THE REAL RISKS?

## **Busting the First Myth**



# SANDY HOOK TRAGEDY

CT

NEWTON



## TERROR IN BOSTON

#NBCNIGHTLYNEWS



### BREAKING NEWS

**ACTIVE SHOOTER AT WASHINGTON NAVY YARD**  
Believed barricaded inside Naval Sea System Command Hq.

LIVE  
CNN



### MASSACRE AT BATMAN PREMIERE

CNN

USADA requests dismissal of Armstrong lawsuit

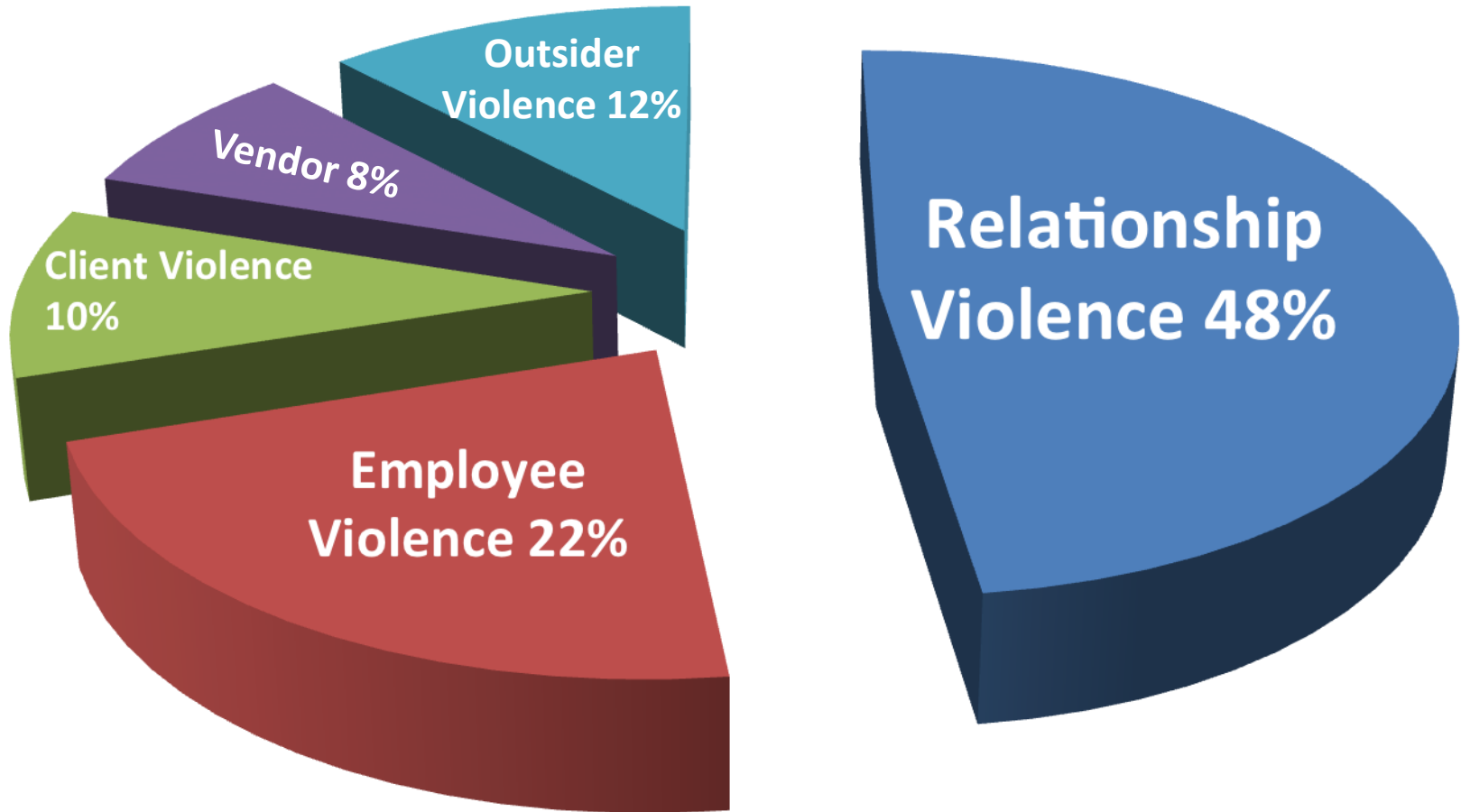
9:59 AM PT

FINANCIAL CRISIS ► WHITE HOUSE: OBAMA WILL DISCUSS 10:54 AM ET

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# Sources of Risk



# **MYTH BUSTING:**

## **DEALING WITH RATIONALIZATIONS AND DENIAL**

# We Don't Need A WPV Program Because:

**Denial:** How often do these thing really happen?

**Response:** According to OSHA, almost 2M times per year

# We Don't Need A WPV Program Because:

**Myth:** Our Office, Distribution Center, Store, etc. is in a “good” area

**Fact:** Area Crime Statistics are not predictors of WPV

# We Don't Need A WPV Program Because:

**Myth:** Our employees are all one big happy family

**Fact:** The largest risk you face is from the domestic partner of one of your employees

**Fact:** 1 in 4 women will be victimized by domestic violence



# We Don't Need A WPV Program Because:

**Rationalization:** Our locations are open to the public so violence can't be prevented.

**Response:** Bufford O. Furrow

**Response:** New England Supermarket  
Incident



# POLICIES

What You Need and What You  
Don't Need



# Weapons Prohibited on Company Premises





# Prohibited Conduct



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# COMMUNICATION

**Myth:** Discussing workplace violence with our employees will upset them

# We've Been Here Before

## THE CHICAGO AMERICAN

Chicago Owned Chicago Edited—Chicago Dedicated

4-STAR  
★★★★  
FINAL

FRIDAY—DECEMBER 5—1978

### Chicago Mourns

The kids aren't just... They're grateful to a man at school, a man who taught them to think, to be... the thought that comes their minds as they light as the victims of Our Lady of the Angels School fire are laid to rest. They are buried today amid the tears and wails of a city, a state and nation. They have one thing in common, they perhaps have gone more on the world than some who lived before them. In the innocence of their young lives, the brightness of their fresh minds, they have inspired others as to be a little braver, a little more compassionate, a little more understanding, a little more... (The rest of the text is too small to transcribe accurately but follows a similar pattern of praise for the victims.)



Persons of the following five victims could not be obtained:



# The Importance of Knowledge and Training

## Three Natural Reactions to a Crisis:

1. Denial
2. Panic
3. Fear



# TRAINING

Who Needs to Know  
What



# Employee Training



# Prohibited Conduct



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# Behavioral Warning Signs

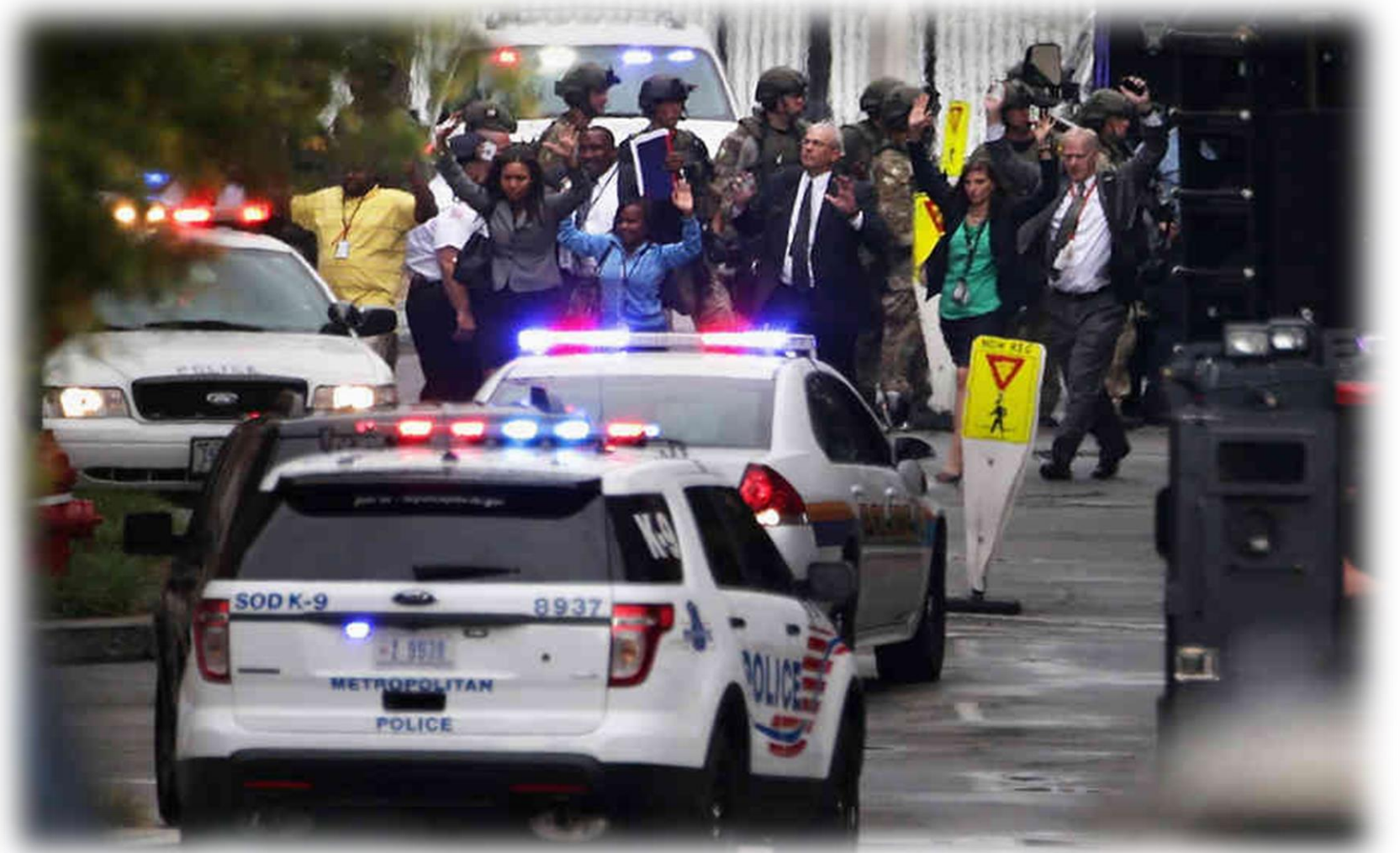




# What To Do When They Hear Gunfire



# What to Expect When the Police Arrive



# Training Managers and Supervisors





# Training Managers and Supervisors

- Understand the liability factors:
  - What did you know?
  - When did you know it?
  - What did you do about it?
- Listen Intently and Objectively
- Turn it over to the people trained to handle these
- React when they see behavior that violates your policies

# PROCESSES

Making Sure That the  
Information You Need Finds Its  
Way To You



# THREAT ASSESSMENT TEAM/THREAT MANAGEMENT TEAM

# Training the TAT/TMT





How to conduct a  
threat assessment

How to develop a threat  
management plan

Signs of domestic  
Violence

How to conduct a  
high risk termination

When and who  
to call for  
consultation

How to  
conduct a  
debriefing

How to manage fear

When a restraining order will help  
and when it will make the situation

worse

How to conduct a  
thorough  
investigation

The warning signs of  
pending violence

4 stages leading  
to violence

When to  
call the police

How to identify  
violence inhibitors

# PHYSICAL CONTROL OF YOUR ENVIRONMENT

# How Much Security is Appropriate



# Wrap-Up

- Definition of Workplace Violence
- Why You Need a Violence Prevention Program
- Real Risks Your Organization May Face
- Dealing with Myths, Rationalizations and Denials
- Components of a Violence Prevention Program
  - Policies
  - Communication
  - Training
  - Processes
  - Threat Assessment/Threat Management Team
  - Physical Controls

# Questions?

# Thank-You!



# VPS

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