



# Workplace Violence

## Quick Reference Card

### Define Workplace Violence

**Workplace violence** is any act or threat of physical violence, harassment, intimidation, or other disruptive behavior that occurs at the work site.

#### 1.7 MILLION People

worldwide have experienced violence or harassment in their workplace.

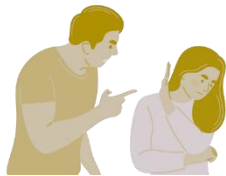
**25%** of  
**workplace violence**  
cases go unreported.

#### What are the different types of Workplace Violence?



**Physical** harm or threat to a person, such as hitting, shoving, or any use of force.

**Verbal** threatening, bullying, or any other form of harmful speech



**Psychological:** Manipulation, intimidation, or other mental pressures that can cause

**Sexual:** Any unwelcome sexual advances, comments, or conduct.



### Recognize Common Warning Signs

#### Changes in Behavior

- ✓ A change from being outgoing too reclusive.
- ✓ Appearance neglecting personal hygiene.
- ✓ Inconsistence performance.

#### Verbal Indications

- ✓ Using threatening language.
- ✓ Constant complains about small matters.
- ✓ Sharing feelings of desperation.

#### Signs in the Digital Space

- ✓ Aggressive emails or messages
- ✓ Continuously working late
- ✓ Avoiding digital face-to-face interactions

#### Physical Signs

- ✓ Destruction of property.
- ✓ Deliberate actions to scare other.
- ✓ Inappropriate display of emotions.

### Impact on Employee and Organization

#### Impact on Employees



Emotional Toll  
Work Performance  
Job Satisfaction  
Relationships

#### Impact on Organization



Reputation Damage  
Financial Costs  
Productivity Decline  
Employee Turnover

### Legal Obligations and Compliance

Dealing with violence in the workplace isn't just a moral obligation—it's a legal one too. Knowing the legal requirements helps to ensure that all employees can work in a safe and respectful environment.

#### Legal Responsibilities

- ✓ Must report any violent incidents to appropriate authorities.
- ✓ Employees have a duty to provide a safe working environment.
- ✓ Must provide training and education.

#### Legal Rights of Employees

- ✓ Right to a safe environment: A violence-free environment.
- ✓ Right to Report: Confidential reporting of violence without retaliation.
- ✓ Right to Support: Access to HR and helplines for concerns.

#### Compliance Policies Know

- ✓ Know Regulations: Familiarize with relevant laws like HIPAA.
- ✓ Clear Policies on zero-tolerance violence and harassment policies.
- ✓ Continuous Training on rules and conflict management.

## Prevention and Preparedness

### Develop a Prevention Program

- 1 Identify risks via employee feedback and incident review.
- 2 Set safety goals, plan actions, and assign roles.
- 3 Communicate the plan, provide training, and check understanding.

### Train Staff on Prevention Techniques



**Prepare:** Customize training to learner needs and goals, using suitable methods.



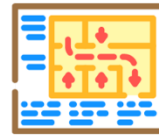
**Present:** Engage learners with interactive content and expert input.



**Practice:** Facilitate interactive learning and provide feedback

### Establish Reporting Procedure:

Implement purposeful and secure reporting systems with designated roles and regular analysis.



**Prepare Emergency Response Plans** for various emergencies like natural disasters, technical failures, and human-related risks.

## Intervention and Support

Intervention and Support in workplace violence focus on effectively responding to situations, aiding those impacted, and evolving prevention tactics. These includes:



### Handle Incidents with Care

by systematically identifying and classifying them, ensuring the safety and well-being of all involved, while adhering to legal and ethical guidelines.

### Provide Support to Victims

entails recognizing their unique needs, facilitating professional intervention when necessary, and offering resources such as counseling and legal assistance.

### Evaluate and Update Prevention Strategies

by regularly monitoring their effectiveness, identifying areas for improvement, and incorporating new data and team feedback to ensure ongoing safety and efficiency.

## Building a Positive Workplace Culture

Building a positive workplace culture is crucial in preventing workplace violence as it fosters respect, inclusion, and open communication, thereby reducing the likelihood of conflicts escalating into violence.

**Promote a Respectful Environment** where everyone feels valued and has equal opportunities.

- Set Clear Expectations
- Foster a Culture of Inclusion
- Foster Respectful Communication
- Implement Training and Education



**Encourage Team Collaboration**, that is built on trust and shared.

- Use collaboration tools
- Set collaboration goals
- Foster Creativity and Resolve Conflicts



**Strengthen Management Skills** by nurturing a supportive environment where everyone can flourish.

- Understand people
- Foster wise leadership
- Provide growth opportunities



**Focus on Employee Well-being** by emphasizing mental and physical health, supportiveness, and inclusivity.

- Prioritize physical health
- Recognition and appreciation
- Create an inclusive culture



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### Career Development

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Job Hunting  
Personal Branding  
US Citizenship



### Compliance & Safety

Active Shooter  
Discrimination  
Drugs & Alcohol  
Harassment  
Safety  
Security



### Customer Service

Customer Care  
Customer Service Basics



### Diversity

Bias  
Diversity in HR  
Inclusion



### Google

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Sheets  
Slides



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Hiring  
HR  
Talent Management



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Leadership  
Management  
Project Management



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Teams  
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