

Workplace Violence: How to Keep Your Organization Safe



Presented by Retired
FBI Special Agent
Jeff Lanza

Warning Signs That Might Lead To Physical Violence

Employee Job Issues

- ! Increasing impact on supervisors time
- ! Attendance problems
- ! Decreased productivity
- ! Poor on the job relationships
- ! Intimidation of co-workers
- ! Challenges co-workers often
- ! Blatant disregard for policies

Employee Personal Issues

- ! Unusual or changed behavior
- ! Evidence of serious stress
- ! Unshakable depression
- ! Continual excuses and blame
- ! Social isolationism
- ! Drug use or alcohol abuse
- ! Poor hygiene

Employee Actions

- ! Past violent behavior
- ! Stealing from company or co-workers
- ! Excessive profanity
- ! Identification with violent cases in news
- ! Fascination with weapons
- ! Obsession with another person
- ! Sexually explicit conduct
- ! Damages property

This handout provides general information and may not apply to each specific situation. It is not meant to:

- Set your organization's standard.
- Replace legal, mental health and/or medical advice or counsel.
- Replace existing laws, rules, regulations, and directives.
- Guarantee an incident of violence will not occur.
- Protect from harm.

Remember: Intervening in threatening situations requires advice, support and help from not only your EAP, but HR professionals, security experts, and possibly law enforcement.

Source: WSD Employee Assistance Program

Speaker Information: Jeff Lanza

Phone: 816-853-3929

Email: jefflanza@thelanzagroup.com

Web Site: www.thelanzagroup.com

Termination Tactics

Where it should take place:

Conference room with nearby exit and secure access

When should it take place:

Friday afternoon, preferably when most employees have left

Who should be there:

HR, security, management, union representative if required

How should it be done:

- No advance notification given to employee
- With all pertinent documentation available
- As soon as meeting begins, have IT staff delete privileges and building access
- If dismissed person is a member of IT staff, have your best IT person shut down access and look for back doors
- Have a table in-between team and dismissed person
- If employee storms out leveling threats and attempts to return – lock all doors and don't allow anyone to exit the building until police arrive

Termination Issues

- Train all management to treat employees with respect during a dismissal in a disciplinary situation.
- Remember that people want to be treated with civility and dignity even during adverse or stressful situations.
- Leaders should teach composure by example.

Responsibilities of a Crisis Management Team

A crisis management team is an important component of a good workplace prevention policy. It should be composed of six to ten persons - including HR, EAP, legal security and upper management.

- Tracking – A permanent clearinghouse for all incidents and warning signs that may predict violent behavior. This allows for timely intervention.
- Policy – Develops and adjusts as necessary a corporate-wide workplace violence policy.
- Training and Coaching – Trains supervisors on what to look for and provides on-going coaching on how to handle problem employees.
- Outside Liaison – Interacts with outside law enforcement, security associations and internal departments on issues and threats.
- Information Campaign – Publicizes the workplace violence policy to maintain high level of awareness.
- Threat Assessment – Brings together resources to determine appropriate mitigation.
- Trauma Response – Directs post incident efforts.