



Workplace Violence



The following suggestions are designed to assist in your daily interactions to deescalate potentially violent situations. If a person's behavior escalates beyond a reasonable level or they become physical - Disengage and immediately call 911.

Personal Conduct to Minimize Workplace Violence

DO:

- ◇ Project calmness.
- ◇ Listen - Encourage dialog.
- ◇ Project a relaxed and attentive posture.
- ◇ Acknowledge feelings to indicate you know they are upset.
- ◇ Establish ground rules if unreasonable behavior persists.
- ◇ Calmly describe the consequences of violent behavior.
- ◇ Use delaying tactics to give the person time to calm down.
- ◇ Point out choices and reassure everything will be OK.
- ◇ Break big problems into small choices.
- ◇ Accept criticism and ask clarifying questions.
- ◇ Ask for recommendations and repeat back what is said.

DO NOT:

- ◇ Accept demands from the actor.
- ◇ Physically contact the other person.
- ◇ Make sudden or threatening movements.
- ◇ Challenge, belittle, threaten or dare the individual.
- ◇ Criticize or act impatient.
- ◇ Attempt to bargain.
- ◇ Try to make the situation seem less serious than it is.
- ◇ Make false statements or promises you cannot keep.
- ◇ Use complicated words or technical definitions.
- ◇ Take sides or agree with distortions.
- ◇ Get blocked from the exit.