

Opm Handbook Dealing With Workplace Violence

Workplace Violence Workplace Violence in Mental and General Healthcare Settings Understanding Workplace Violence Workplace Violence Workplace Violence Prevention Handbook of Workplace Violence Workplace Violence The Workplace Violence Prevention Handbook Workplace Violence Violence in the Workplace Combating Workplace Violence Preventing and Managing Workplace Violence Dealing with Workplace Violence: a Guide for Agency Planners The Workplace Violence Prevention Handbook Violence at Work Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers Your Guide to Workplace Violence Workplace Violence The Violence-prone Workplace Workplace Violence Eugene A. Rugala Michael R. Privitera Michele A. Paludi Kim Kerr Lori Rosen Joseph J. Hurrell Sandra L. Heskett Don Philpott Vaughan Bowie Carol W. Wilkinson Felix P. Nater Mark A. Lies U.s. Office of Personnel Management Don Philpott Ella W. Van Fleet United States. Occupational Safety and Health Administration Vali Hawkins Mitchell Mittie D. Southerland R. V. Denenberg Christina M. Holbrook

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by any measure workplace violence is increasing in frequency and intensity a recent report estimates its cost at over 120 billion meanwhile experts agree that risk factors including psychological behavioral and situational stressors are increasing in the context of today s volatile business environment this timely book integrates insights from the fields of management and social psychology to identify the sources of workplace violence and offer readers practical strategies for preventing it protecting themselves and their employees from it and reacting swiftly and effectively when it happens featuring case examples interviews practical recommendations and resources for additional

information the authors debunk common myths and misconceptions about workplace violence its perpetrators and its victims and consider the link between domestic and workplace violence in particular its implications for women and minorities the result is an essential guide for anyone including managers and employees human resource professionals and counselors psychologists and other advocates affected by the impact of workplace violence and seeking solutions the statistics are alarming homicide is the most frequent manner in which female employees are fatally injured at work it is the number two cause for men according to a recent study cited by the society for human resource management incidents of workplace violence have increased steadily over the past sixteen years 58 percent of participating companies reported that disgruntled employees have threatened senior managers in the past year 17 percent said employees had intentionally and maliciously downloaded computer viruses and 10 percent said they were victims of product tampering meanwhile the costs linked to workplace violence have been estimated at over 120 billion experts agree that risk factors for workplace violence include psychological behavioral and situational stressors and today s volatile business environment increases their intensity this timely book integrates insights from the fields of management and social psychology to identify the sources of workplace violence and offer readers practical strategies for preventing it protecting themselves and their employees from it and reacting swiftly and effectively when it happens featuring case examples interviews practical recommendations and resources for additional information the authors debunk common myths and misconceptions about workplace violence its perpetrators and its victims and consider the link between domestic and workplace violence in particular its implications for women and minorities the result is an essential guide for anyone including managers and employees human resource professionals and counselors psychologists and other advocates who is affected by the impact of workplace violence and is seeking solutions

workplace violence in all its forms is becoming more prevalent and pervasive every year workplace violence planning for prevention and response gives a comprehensive account of the problem using a multi faceted approach to the issues surrounding workplace violence incidents addressing how the topic affects victims witnesses the workforce family members and management a series of chapters helps organizations to form action and response plans to manage incidents both large and small the focus also includes organizations that are forced to address violent individuals in settings where law enforcement may not be immediately available kerr speaks first hand about complex issues like corporate liability for violent or threatening acts committed by employees as well as issues of privacy and he includes chapters written by experts on legal issues cyberthreats and anger in the workplace this book belongs on the desk of every security manager and hr professional and offers solid advice to all managers regardless of the size of their organization details the problem from all angles to help the reader design a comprehensive strategy for all constituent groups provides proven detailed support for creating policies and procedures awareness and response training discusses real life case studies to help readers understand how to apply strategies discussed in the book

this is a valuable resource for researchers and practitioners in the fields of industrial and organizational psychology human resources health psychology public health and

employee assistance programs it is also an excellent textbook for graduate courses in organizational behavior occupational health psychology and organizational psychology contains a variety of recommended procedures programmes and policies on issues related to the identification and prevention of workplace violence it includes examination of intimidation threats physical assault stalking and homicide

workplace violence can occur anywhere schools office buildings hospitals or late night convenience stores it can occur day or night inside or outside of the workplace and it can include threats harassment bullying stalking verbal abuse and intimidation left unchecked workplace violence can lead to physical assaults and homicide this handbook tackles this often overlooked but pervasive problem and provides a comprehensive five step process for understanding and preventing it eliminating workplace violence requires the day to day involvement of managers supervisors human resources employees security and law enforcement and facilities management it also requires understanding potential problems and preparing to overcome them this handbook a co publication with government horizons looks at the nature of workplace violence and addresses the questions all workplaces face who you need to protect what you are protecting them from how vulnerable your employees are where the threats might come from what you can do to prevent violence from occurring how to deal with workplace violence should it occur you will examine the authors five steps to preventing workplace violence understand detect defuse and protect assess and contain and prevent in detail the authors introduce and outline each step and provide comprehensive guidance through acronyms quizzes and summary charts they examine the extent of a problem look at some of the myths surrounding it and provide early warning and detection signs best prevention policies and proven defusing protection and containment techniques and strategies that you can implement in your own environment each section ends with case studies scenarios worksheets and checklists to further clarify the steps needed to plan develop and execute an effective workplace violence prevention program an extensive appendix and list of additional resources are also included

reaching beyond the current emphasis on equipping primary responders such as police paramedics to react to violent incidence in the workplace this book also addresses the experiences of secondary responders including managers human resources staff unions humanitarian aid workers and their training and support needs

comprises a collection of papers on violence in the american workplace examines the scope of the problem and risk factors describes strategies for making the workplace more secure and assessing companies legal rights and responsibilities includes a statistical analysis of workplace violence from 1980 to 1994

combating workplace violence emphasizes the need for proactive violence prevention policies and response plans in workplaces it covers threats from employees domestic violence spillovers and criminals the book provides a nontechnical guide for developing policies highlighting leadership and consultants roles

although workplace violence cannot be eradicated employers can take steps to prevent the likelihood of a violent incident and to better manage the aftermath if one does occur this book is a practical guide for those charged with addressing workplace violence concerns either on behalf of their employer or their client the contributing authors represent a variety of experiences and opinions including mental health clinicians security experts workplace safety researchers and practitioners and lawyers and provide valuable information and advice on the problem of workplace violence and the different forms it takes the underlying psychological factors that may prompt someone to act out violently potential legal issues such as employer liability or due process rights of public employees tools available to employers to avert or reduce the likelihood of an incident book jacket

dealing with workplace violence a guide for agency planners addresses the issue that preventing workplace violence is a growing concern in the united states public interest and media attention have focused primarily on dramatic but very rare types of violence such as shootings by disgruntled employees in office buildings planners of workplace violence programs face the dual challenge of reducing employees anxiety about very rare risk factors while focusing their attention on more likely sources of danger undue anxiety about the office gunman can stand in the way of identifying more significant but less dramatic risk factors such as poorly lighted parking lots or gaps in employee training programs this anxiety can also make it more difficult to cope with one of the most common workplace violence problems the employee whose language or behavior frightens coworkers federal employees in organizations such as the national institute for occupational safety and health and the occupational safety and health administration have played a leading role in helping employers recognize and respond appropriately to the actual risks of workplace violence faced by their employees at the same time the risk of violence against federal employees themselves has received increased attention particularly in response to the tragic loss of life in the terrorist bombing of the alfred p murrah federal building in oklahoma city in 1995 for many federal workers the anti government sentiment they had handled on the job for years suddenly acquired a new and terrifying context even before the oklahoma city tragedy federal managers and specialists like their private sector counterparts were becoming aware of the dangers of workplace violence and concerned about developing preventive programs for their employees this was a challenging endeavor when they turned to the private sector for expert guidance they often found advice that was not necessarily compatible with federal laws and regulations or that failed to cover issues faced by federal employees however in attempting to develop their own programs agencies often discovered that they lacked the expertise necessary for a truly comprehensive approach depending on its mission an agency might be rich in law enforcement personnel but without the needed resources in mental health or other disciplines whose input was essential in the spirit of reinventing government the u s office of personnel management organized the interagency working group on violence in the workplace the purpose was to bring together a multi disciplinary group of experienced professionals from throughout the federal government in order to develop comprehensive approaches to analyzing and responding to threats or incidents of violence in the federal workplace

workplace violence can occur anywhere schools office buildings hospitals or late night convenience stores it can occur day or night inside or outside of the workplace and it can include threats harassment bullying stalking verbal abuse and intimidation left unchecked workplace violence can lead to physical assaults and homicide this updated edition of the workplace violence prevention handbook tackles this often overlooked but pervasive problem and provides a comprehensive five step process for understanding and preventing it the workplace violence prevention handbook looks at the extent of the problem examines some of the myths surrounding it and provides early warning and detection signs best prevention polices and proven defusing protection and containment techniques and strategies at the end of each section there are a combination of case studies scenarios worksheets and checklists to assist you in understanding the steps needed to plan develop and execute an effective workplace violence prevention program a workplace violence prevention plan is a must apart from the legal and liability issues it just makes sense to protect the organization s most valuable assets the workforce for many organizations there are added benefits from implementing a violence prevention plan during the risk assessment phase you frequently discover areas of vulnerability that can be remedied and practices that can be improved this can lead to increased productivity and efficiency which could have an ongoing impact on your bottom line the biggest benefit however is in increased safety for everyone using that workplace

this book addresses workplace violence offering advice to managers and non managers on reducing risks it covers causes like coworker interaction corporate environment and family problems it aims to reduce stress improve productivity and prevent violent actions through managerial insights

workplace violence is more complicated than physical assault ranging from small threats to large catastrophic incidents it covers any act or behavior where another person is abused threatened intimidated or assaulted in his or her place of employment in your guide to workplace violence when emotions turn destructive licensed therapist dr vali hawkins mitchell will help you lower risks by showing you what violence is and what is not and how to manage it

almost every week reports of violence erupting in the workplace make headlines contrary to popular opinion such incidents are not random and senseless but according to richard v denenberg and mark braverman typically result from conflict that has been allowed to fester combining the insights of both crisis management and dispute resolution their book presents a comprehensive look at the problem of violence on the job including ways of preventing it rather than focusing on the supposedly lethal or dysfunctional employee as the source of danger denenberg and braverman point to the dysfunctional workplace as the problem they describe underlying factors in the workplace which can foster extreme behavior and prevent an effective response calling for early intervention in situations that could result in violence the authors suggest specific techniques for reducing the risk that an office plant or school will suffer crises arising from threats or a climate of hostility at the heart of the book are fourteen vivid examples of real life incidents involving violence a threat of violence or a perception that such a threat was made they include instances in which domestic violence spilled

over into the workplace difficulties caused by racial and ethnic tension and explosive behavior in response to common workplace occurrences such as downsizing or a change in corporate culture each example is followed by an analysis of the response to the actual or potential danger indicating where mistakes were made because of poor information bad judgment absence of a clear policy lack of consensus or even irrational fear an extensive appendix provides government guidelines and sample policies intended to serve as templates for violence prevention plans both the examples and sample policies allow organizations to benefit from the experience of others and avoid common mistakes

workplace violence issues in threat management defines what workplace violence is delves into the myths and realities surrounding the topic and provides readers with the latest statistics thinking and strategies in the prevention of workplace violence the authors who themselves have implemented successful workplace violence protection programs guide novice and experienced practitioners alike in the development of their own programs

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