

# WORKPLACE VIOLENCE



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Security is Everyone's Responsibility — See Something, Say Something!



## A workplace is...

- ◆ ...any location either permanent or temporary where an employee performs any work-related duty.
- ◆ Includes, but is not limited to, the building, surrounding perimeters, parking lots, field locations, client's homes and traveling to and from work assignments.



## Workplace violence is...

- ◆ ...any physical assault, threatening behavior, or verbal abuse occurring in a work setting including...
  - ◆ ...aggravated assault, sexual assault, product tampering, sabotage, homicide, includes acts committed during robberies
- ◆ ... the second leading cause of death in the workplace overall
- ◆ ...the leading causes of death in the workplace for females
  - ◆ *1 out of 20 women will be the victim of a stalker*



## Violent acts are caused by...

- ◆ ...disgruntled employee(s)
- ◆ ...domestic disturbance(s)
- ◆ ...delusional person(s)

(i.e. Employees, former employees, contractors, customers & vendors)



## Disgruntled Employee(s)...

- ◆ Long Tenure
- ◆ Stressor causes violence
- ◆ End of the line



Domestic Disturbance(s)...

**Violence spills over into the  
workplace**



## Delusional Person(s)...

- ◆ Acts against perceived to be wrong
- ◆ No connection to organization



## Patterns and Profiles...

- ◆ Look for patterns rather than individual warning signs
- ◆ Profiles can help identify potential problems – HOWEVER – they are not all inclusive or exclusive





## Perpetrator “Profile”

- ◆ Problem Employee
- ◆ History of violent behavior
- ◆ Intimidates others
- ◆ Possible substance abuse
- ◆ Obsessed with guns
- ◆ Interested in past acts of violence in the workplace
- ◆ Makes open and veiled threats
- ◆ Obsessed with work
- ◆ Loner



## Perpetrator “Profile”

- ◆ Usually Male
- ◆ Paranoid
- ◆ Can't take criticism
- ◆ Holds a grudge



Perpetrator "Profile"

# NO SUPPORT SYSTEM



## NVCV, FBI Academy

- ◆ Serials Killers
- ◆ Serial Rapists
- ◆ Workplace Violence

**All have the same stressors**



# Is workplace violence an epidemic?

- ◆ CDC says...
  - ◆ Violence has reached “epidemic proportions”
  - ◆ 111,000 violent incidents occur per year
  - ◆ 750 – 1,000 workplace homicides occur per year



## Occupational Safety and Health Act...

- ◆ Requires protection against workplace violence hazards – workplace violence
- ◆ Tort liability for negligent hiring, supervision, training and retention
- ◆ Have written policy against workplace violence
- ◆ Communicate it to all employees
- ◆ Establish an effective EAP



## Costs to companies...

- ◆ Lose 1,751,100 work days a year
- ◆ Domestic violence cost \$31 billion a year
- ◆ 75% use of company time for personal business
- ◆ 54% of battered women miss work an average of 18 days
- ◆ 74% of abused women are harassed at work
- ◆ 56% of abused women are late for work at least 60 days a year
- ◆ 28% of abused women leave work early 60 days a year
- ◆ ½ of abused women are disciplined for low job performance



## What can organizations do?

- ◆ Prepare employees for downsizing
- ◆ Implement humane termination policies
- ◆ Provide job skills training
- ◆ Provide counseling
- ◆ Conduct threat assessments

**Better use of pre-screening and background investigations!**





# The Safety & Security Officer's Role...

- ◆ Educate
  - ◆ Workplace violence can and does happen
- ◆ Listen
  - ◆ Be prepared to listen to employee concerns
- ◆ Work with management
  - ◆ Prepare a response plan
    - ◆ Analyze past incidents
    - ◆ Assess potential for violence
    - ◆ Assess preparedness



## Develop a Response Team...

- ◆ Employee assistance personnel
- ◆ Personnel specialists
- ◆ Medical professionals
- ◆ Law enforcement
  - ◆ Guard force
  - ◆ Local police



## Responding to Imminent Threats...

- ◆ Remain calm
- ◆ Speak softly
- ◆ Respect personal space – keep a safe distance
- ◆ Buy time
- ◆ Focus on the person and not the weapons
- ◆ Negotiate – get as many “yes” responses as you can



## Why don't employees report suspicions?

- ◆ Fear of becoming a target
- ◆ Fear of retaliation
- ◆ Don't want to get involved



Notice someone acting odd?  
Picking up on a pattern?

**SEE SOMETHING – SAY SOMETHING!**