

# Opm Handbook Dealing With Workplace Violence

Workplace Violence Understanding Workplace Violence Violence at Work Workplace Violence in Mental and General Healthcare Settings The Workplace Violence Prevention Handbook The Workplace Violence Prevention Handbook Violence at Work Dealing with Workplace Violence Dealing with Workplace Violence: a Guide for Agency Planners Workplace Violence The Psychology and Law of Workplace Violence Preventing and Responding to Violence at Work Workplace Violence Preventing Violence and Harassment in the Workplace Violence at Work Handbook of Workplace Violence Violence in the Workplace Managing Violence in the Workplace Violence and Aggression in the Workplace Risky Business Vaughan Bowie Michele A. Paludi Duncan Chappell Michael Privitera Don Philpott Don Philpott Ella W. Van Fleet U.s. Office of Personnel Management Kim Kerr Irvin H. Perline Kimberly Ann Rogers Eugene A. Rugala Vittorio Di Martino Martin Gill Joseph J. Hurrell S. Anthony Baron Thomas K. Capozzoli Paul Linsley William Winston

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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

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

violence at work ranging from bullying and mobbing to threats by psychologically unstable co workers sexual harassment and homicide is increasing worldwide and has reached epidemic levels in some countries this updated and revised edition looks at the full range of aggressive acts offers new information on their occurrence and identifies occupations and situations at particular risk it is organised in three sections understanding violence at work responding to violence at work future action

psychiatry mental health

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 policies 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

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

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

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 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

the psychology and law of workplace violence examines the causes risk factors prevention and legal issues associated with workplace violence previous attempts to explain these crimes are often only descriptive and do not identify the basic underlying psychological mechanisms and yet from the largest violent acts such as the september 11th attack on america to the smallest violent workplace crime the psychological mechanisms are the same this landmark text offers a different perspective to the current concepts of workplace violence and will likely change the way people conceptualize violent crime part one of the text identifies eight underlying factors responsible for these crimes identifies two necessary conditions for their occurrence and develops several significant new concepts related to the field part two discusses state and federal legal issues surrounding workplace violence workers compensation employer liability and employer duties under negligence law hiring supervision and firing the legal aspects surrounding premises security employee privacy issues the ada the fair credit reporting act and criminal history inquiries are but a few of the many legal topics discussed this section is written in a practical easy to understand manner and contains materials that are often available only in law libraries the final part three of the text is a compendium of workplace violence case histories and includes numerous nationally recognizable incidents along with many others that have not been widely publicized an interesting description of details surrounding each crime and its aftermath is included what happened to the perpetrator what happened to the victims in addition for many cases how the case relates to other cases and issues that have arisen from the case are discussed in this section which is the largest

published compilation of case history material on workplace violence to date covers over

workplace violence is one of today's most serious occupational hazards this practical guide offers valuable information on how to systematically design and develop workplace prevention programs and policies the book approaches the issue from two fronts first it demonstrates how workplace violence can be prevented by examining how organizations and groups are handling the problem it reviews an array of existing guidelines and policies developed by governments trade unions special study groups workplace violence experts employers groups and specific industries and generates a useful survey of best practice strategies second the guide outlines in detail a reliable and effective methodology for developing workplace violence prevention programs which includes assessing and describing risk designing implementing and monitoring preventive and reactive measures and reviewing the risk management process every worker deserves a safe and secure environment and violence should not be accepted as part of any job this book presents concrete guidance for combating violence in the workplace while also providing a wider understanding of the factors and conditions that contribute to it

the issues of violence and harassment in the workplace have aroused growing interest across europe in recent years yet there is a great disparity in the different eu member states between awareness and recognition of the problem this comparative analysis reveals that while the full extent of the phenomenon remains unknown a substantial proportion of the workforce is affected the report looks at the different forms and patterns of violence and harassment in the workplace describing legal and other initiatives taken in various countries to combat the problem it presents evidence showing the adverse effects of this problem on individuals organisations and society and assesses the potential financial costs at these levels factors that may contribute to and even cause violence and harassment are reviewed while several examples of good practice that have successfully prevented or managed the problem are presented

workplace violence has emerged as a growing concern in today's interdependent political economy and increasing attention is being paid to the phenomenon both by business and in the academic world to identifying its causes and to devise strategies to prevent it in

this book a distinguished international team composed of both academics and practitioners identify and address the key issues it reviews the earlier literature on workplace violence identifying and assessing key trends and patterns of violence at work and reapplying traditional theories of victimisation and approaches to prevention security and safety particular attention is paid to case studies which reflect innovative practice in prevention strategies and in assessing informal frameworks which have been developed in response to this overall this book provides a foundation on which to base ways of better explaining predicting understanding and preventing workplace violence

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

this useful resource provides proven methods for preventing and managing violence in the workplace helping companies in the development of a sound violence prevention plan managers and employees will learn how to recognise signs and indicators of potential violence how to deal with explosive situations and what steps to take after an eruption has occurred case examples illustrate these problems and new laws and principles are examined

managing violence in the workplace is a prescription that contains many lists of do s and don ts and how to s for proactive and reactive responses to workplace violence the authors have analyzed numerous incidents in the workplace and constructed how to guidelines be prepared for managing workplace violence develop procedures to reduce the potential for violence create contingency plans fulfill your legal and moral obligation to employees and the public reduce your company s liability and provide a safer environment for all who can benefit from managing violence in the workplace any organizational executive risk manager security or human resource professional anyone working to create a comprehensive organizational program for response to potential and actual incidents of workplace violence

this is a practical guide that will support primary care members through the process of change towards pct status and assist those with



pct status the contributors present real solutions to the many unique issues faced in this new stage of nhs development endorsed by the national association of primary care it is an authoritative guide for the present and for future development all members of the new primary care organisations and those supporting them will find this handbook to be an enlightening and indispensable guide

risky business tells in plain language the specific behaviors that indicate an employee has the potential to become violent and it tells managers what to do and what not to do to prevent workplace violence author lynne falkin mcclure describes in clear detail the eight major categories of behavioral clues to violence and includes anecdotes from work settings to help managers and others identify potentially violent employees most importantly she emphasizes the precautions and steps managers must take when they see these clues in an employee s behavior and how to create and maintain a work environment that is likely to protect everyone including the hiring appraisal training process risky business focuses on system wide ongoing prevention steps organizations can take to protect everyone in the workplace the book points out for readers informal organizational policies that unwittingly encourage potentially dangerous behaviors in employees and then offers alternative policies that create and maintain a safer environment managers members of personnel and public relations representatives learn how to deal effectively with the fears of workers and customers should a violent event occur that affects the company s morale and image however readers are certain to gain the skills and foresight necessary to avert disaster before it strikes lynne falkin mcclure phd is a management consultant workshop designer facilitator and public speaker in tempe arizona president of mcclure associates management consultants inc since 1980 she specializes in work relationships and conducts inhouse workshops for corporations and government agencies through the mcclure institute in tempe she offers intensive 5 day courses for executives directors and managers as well as for eap specialists and mental health professionals on how to identify and prevent potential workplace violence dr mcclure has been a guest on several national shows including appearances on maury povich between the lines associated press broadcast news good day atlanta market talk kwhy tv america s first all financial station and wireless flash san diego

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