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September MSMA Web Learning Event

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- 1) Dial **1.860.970.0010***
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* Long distance charges may apply.

If you did not pre-register, you may register your participation and receive a PDF copy of Violence in the Workplace:

Email Jane Patton at janepatt81@gmail.com to register your participation in this webinar. Please provide your name, company, and full contact information so we can record your participation. (If you have additional people participating in the webinar on your computer link, provide all names and contact information.) Your confirmation will be sent tomorrow afternoon.



Violence in the Workplace



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Violence in the workplace is a serious issue in today's business world

2 MILLION REPORTED CASES
IN THE US EACH YEAR

1,000 CASES EACH YEAR RESULT
IN DEATH TO EMPLOYEES



PROBLEM IDENTIFICATION

CRIMINAL OFFENSE

A stranger attacks an employee in the midst of a primary criminal act.

CUSTOMER OFFENSE

A customer attacks an employee from frustration or the perception that the company has done something wrong.

DOMESTIC OFFENSE

An acquaintance of an employee enters the workplace and seeks to do harm to the employee.

EMPLOYEE OFFENSE

Two or more employees or ex-employees seek to do harm to each other on work premises.

PREVENTIVE APPROACHES

CONTROLLING THE WORKPLACE ENVIRONMENT

SECURING THE WORKPLACE





PREVENTIVE APPROACHES

CONTROLLING THE WORKPLACE ENVIRONMENT

Managers are responsible for creating and maintaining a comfortable and professional workplace environment for their employees and customers.

A comfortable and professional workplace environment limits the risk of workplace stress and confrontations that can lead to workplace violence.

PREVENTIVE APPROACHES **CONTROLLING THE WORKPLACE ENVIRONMENT**

Warning signs from employees



- Verbal disagreements or threats
- Increased stress levels in employees
- Loud outbursts
- Unusual personality behaviors
- Impending layoffs or any significant job site change
- Poor employee-manager relationship
- Bringing weapons on company property
- Overt signs of depression and/or substance abuse
- Withdrawal signs such as taking personal items home and a decrease in co-worker communication
- Increase in lateness, absences or requests to depart early
- Employee expressions of concern or fear



PREVENTIVE APPROACHES

CONTROLLING THE WORKPLACE ENVIRONMENT

Managers are encouraged to use the 3C's rule of engagement

- COMPASSION** Show compassion towards the employee and understand that the employee may have a personal or workplace problem that he/she is incapable of handling on his/her own.
- COMMUNICATION** Communicate with the employee to find the root problem of the issue. Many times, good communication will reveal why the employee feels the need to act in certain ways.
- COUNCIL** Offer council to the employee and suggest outside help and intervention to assist him/her with the problem.



PREVENTIVE APPROACHES

SECURING THE WORKPLACE

Managers are responsible for creating and maintaining a safe and secure workplace environment for their employees and customers.

A safe and secure workplace environment limits the risk of workplace stress and unwelcome visitors that can lead to workplace violence.

PREVENTIVE APPROACHES

SECURING THE WORKPLACE

Warning signs from external subjects



- Angry or mysterious phone calls to the department or an employee
- Ex-employees repeatedly returning to the worksite
- Employee acquaintances visiting the worksite to dispute or create disturbances with the employee
- Suspicious behavior from strangers near or around the workplace
- Unfamiliar person(s) suddenly or repeatedly showing up at the workplace
- Customers who leave the workplace angry, frustrated or enraged
- Employees who were just released from their job, regardless of the reason or their disposition when leaving the premises
- Couriers or vendors who complain about their job or your company and its employees
- News alerts regarding thefts or violence at other area worksites

PREVENTIVE APPROACHES

SECURING THE WORKPLACE

Easy access is the single most reason for when workplace violence from external sources occur.

- Secure all entrance ways to company premises
- Limit access to the workplace
- Keep loading docks properly staffed during business hours
- Identify all guests and unfamiliar visitors
- Identify all mail and packages that pass through the department

PREVENTIVE APPROACHES

SECURING THE WORKPLACE

Stay involved



Remain diligent and involved until everyone is certain that the threat cannot return

**Maintain a safe and comfortable working environment
(Does removing the threat solve the root problem?)**

ORGANIZATIONAL RESPONSE

REACTING TO VERBAL AND PHYSICAL THREATS

- 1) Remain calm
- 2) Allow ample personal space
- 3) Maintain concerned eye contact
- 4) Use proper verbal de-escalation skills
- 5) Alert others to keep a safe distance
- 6) Never leave the aggressor alone with any one individual, including yourself
- 7) Let the aggressor vent, as long as there is no physical threat of violence
- 8) Have someone call security or 911

ORGANIZATIONAL RESPONSE

REACTING TO VERBAL AND PHYSICAL THREATS



If the aggressor is trying to gain entrance to the workplace, **under no circumstances** unless there is an imminent threat of bodily harm, should you allow entrance to someone suspicious of causing workplace violence.

ORGANIZATIONAL RESPONSE

ADMINISTERING TO VICTIMS

Once the aggressor has left:

- Immediately contact security and police
- Call 911 if medical assistance is required
- Secure workplace to ensure aggressor cannot return
- Provide council and support to those in shock or disbelief
- Account for all employees



ORGANIZATIONAL RESPONSE

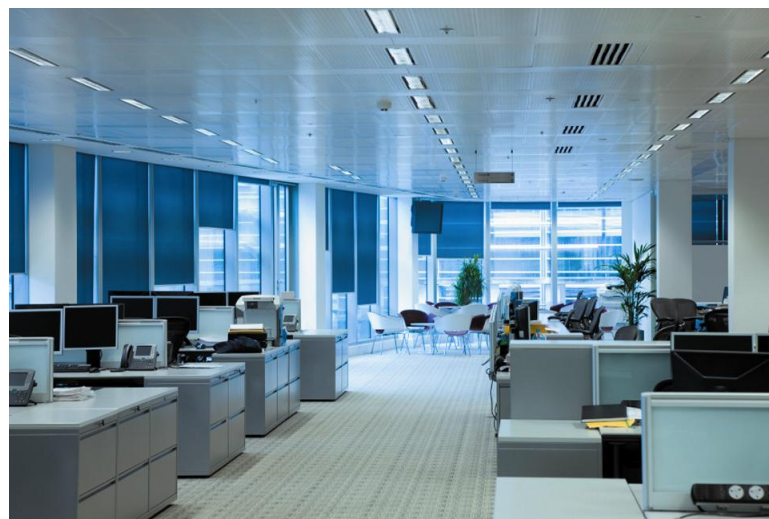
REPORTING VIOLENT ACTIVITY

- 1) Date and Time of incident
- 2) Aggressor name, occupation and any other information known about the individual
- 3) Affected parties and victims
- 4) Actions and descriptions of the incident
- 5) Reasons for the action if known (Do not speculate)
- 6) Actions taken by you and the employees
- 7) List of authority personnel that responded
- 8) Final outcome
- 9) Your name and position

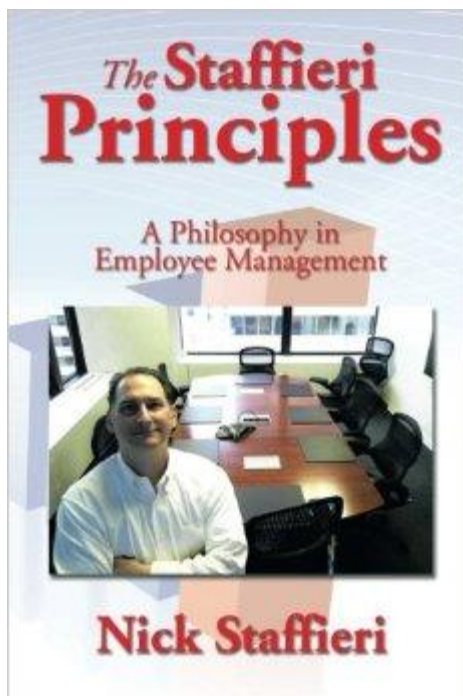


ORGANIZATIONAL RESPONSE REPORTING VIOLENT ACTIVITY

Once a safe and secure workplace is re-established, the incident should be reviewed to determine the cause and reasons why preventive measures were unsuccessful in avoiding the incident.



THANK YOU



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Our Next National Webinar



- Join us on November 20 for our next national educational webinar
- **Topic:**
Ten Ways to Reduce Mailing Equipment Costs
Adam will be sharing savings strategies that you can use to dramatically reduce mailing equipment costs, recover lost postage from dormant accounts and create visibility across the enterprise. We hope you can attend and promise it will be worth the time invested.
- **Speaker:**
Adam Lewenburg, CMDSM
President
Postal Advocate, Inc.