An Employee Approach to Preventing Workplace Violence
Safety Training
Employer Supplement

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An Employee Approach to Preventing Workplace Violence Safety Training
Employer Supplement

This supplement serves as a guide to provide extra information and presentation leads for any trainers that will be conducting an in person presentation. This training was developed from the human factors approach. A key element to making this training successful and relevant for the trainee is to incorporate real world examples into the presentation. These real examples will allow the trainee to connect with the materials and better retain the information after they have completed the training.

The end of the training will present the trainees with case studies to illustrate the concepts of the training. Each case study will have one slide that explains the situation, then will be followed by a slide with questions for the group. These case studies serve as one of the human factors reinforcers for this learning experience. Feel free to include any extra questions to the case studies, or to modify the case studies to fit the needs of your organization.

Modification of PowerPoint Presentation

Many of the images that are used in this presentation are just basic examples. It is encouraged for you to replace any image examples with ones that are more related to your workplace to help illustrate the concepts.

About the PowerPoint

The PowerPoint version of this training was developed with the idea that the instructor would supplement the basic information. The slides and topics have been organized in sections to create a basic learning flow for the trainees. Most of the slides contain basic information for the topic, like a definition or standard, and it is up to the trainer to add another level of explanation to the topic. You as the trainer can augment the experience for the trainees by including real life experiences (stories) and application explanations to your presentation. Many trainers, over time, will take stories from trainees that illustrate the concepts well and incorporate them as their own into future presentation. The more relevant “stories” or examples that you can incorporate into the training, the better that the trainee will internalize the content and concepts.

Initiating discussion with the trainees will help to increase the effectiveness of the training. A number of the slides in this supplement include some example discussion questions. Feel free to use any that are appropriate for your audience and to use any that you have of your own. The earlier in the training that you can start initiating discussion with the audience the more that interaction will continue through the rest of the training. Be sure to incorporate as much interaction as you can.

In the PowerPoint there are certain slides that have multiple items that will appear on each slide. While this does not happen on all slides, there are a few. To make the flow of the presentation smooth, so the extra slide items are not a surprise, a star graphic has been included in the bottom left hand corner of the slide as a reminder that there are multiple items on this slide. See the example below as an illustration.

Star located in Bottom Left Hand Corner of presentation slide.
This training will focus on teaching the employee the skills for identifying and preventing violence in the workplace. The training will focus on defining what violence is, teaching the employees how to identify critical signs that will lead to a threat, and teaching skills for the employee to be able to deal with a threatening situation.

Included in the slides of this training are a number of statistics that were included from the US Department of Labor, Bureau of Labor Statistics web site. These little statistics are a great way to serve as a talking point to initiate discussion where you see fit in the training.

Note: There will be some instances of repetition of concepts within the presentation. This was done to increase the repetition of some of the concepts and for organization of broader concepts within the training as a whole. Feel free to use these repetitions as you see fit for your training.
Notes:

This training is split into three parts. In the first part, “What is Violence?,” the training will define the types, categories, and motivations behind violent acts. The second section is devoted to the critical signs and four stages of assault, and finally, the third section teaches methods and tools to resolving a violent situation.

DISCUSSION:

Statistic: 1999 - About 1.7 million people were victims of workplace violence.
Part I: What is Violence?

Notes:

Part I is dedicated to the basics of what violence in the workplace is. Slide topics include the definition of violence, the types of violence, including their definitions, motivation for violence, and the different categories of violence, and their definitions.

*Note: The image on this slide is a word cloud developed from the word violence.*
Notes:

Definition: Intense, turbulent, or furious and often destructive action or force.

It can happen in any environment and can range from threats and verbal abuse to actual physical assaults including homicide.
Notes:

Each of the three types of violence will be further defined and illustrated on the following slides.

**Three Types of Violence:**
1. Verbal Abuse/Threats
2. Threatening Behavior
3. Physical Assault

**DISCUSSION:**

Statistic: 2008 - Over 2 million people were victims of workplace violence in North America. 75% of instances were classified as assaults, 19% were aggravated assaults, and less than 1% were homicides.
**Verbal Abuse**

**Definition:** A negative defining statement with intent to inflict harm on another person.

**Examples:**
- Bullying
- Profanity
- Name Calling
- Abusive Anger
- Undermining
- Judging
- Criticizing
- Blaming
- Blocking
- Accusing

Notes:

Verbal Abuse is any negative defining statement with intent to inflict harm on another person.

**Examples Definitions:**
- **Bullying:** The use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others.
- **Profanity:** (as defined by Merriam-Webster) is “an offensive word” or “offensive language”.
- **Name Calling:** Abusive or insulting language referring to a person or group.
- **Abusive Anger:** When someone in an angered state makes actions or statements that are abusive in nature.
- **Undermining:** The expression of negative emotions directed towards a particular person as a way to prevent the person from achieving his or her goals.
- **Judging:** To form a judgement or opinion of a person, or to decide upon critically.
- **Criticizing:** To judge or discuss the merits and faults of, or to find fault; judge unfavorably or harshly.
- **Blaming:** To place the responsibility for (a fault, error, etc.).
- **Blocking:** To obstruct (someone or something) by placing obstacles in the way of.
- **Accusing:** To find fault with or blame.
Threatening Behavior

**Definition:** The intentional behavior that would cause a person fear of injury or harm.

**Examples:**
- Bullying
- Coercion
- Menacing
- Intimidation
- Cornering or Yelling at another person

Notes:

Threatening Behavior is defined as any intentional behavior that would cause a person fear of injury or harm.

**Examples Definitions:**
- **Bullying:** The use of force, threat, or coercion to abuse, intimidate, or aggressively dominate others.
- **Coercion:** The force, or the power to use force, in gaining compliance.
- **Menacing:** To utter or direct a threat against; to threaten.
- **Intimidation:** To force into or deter from some action by inducing fear.
- **Cornering or Yelling at another person**
Notes:

Physical Assault is defined as any physical act or creating apprehension of an imminent harmful or offensive contact with a person.

Battery:
A violent act done for the purpose of causing a harmful or offensive contact with another person.

Aggravated Assault:
Stronger form of assault usually involving a deadly weapon.

DISCUSSION:

Statistic: Physical assaults represent 71% of all incidents of workplace violence.
What triggers/motivates violence in the workplace?

- A Desire to Embarrass
- A Desire to Get Revenge
- To Show Power Over Another
- To Reduce Boredom
- To Harass
- A Desire to Become ‘Famous’

DISCUSSION:

What are some other motivations that you have experienced behind violent acts?
Notes:

This slide serves as a case study to help illustrate the concept of what motivates a person to commit a violent act. In this case the Virginia Tech Shooting is the example.

Motivation for Violent Acts

Virginia Tech Shooting

April 16, 2007:
- A Senior at Virginia Tech shot and killed 32 people and wounded 17 others.
- The deadliest shooting incident by a single gunman in US history.

- Perpetrator suffered from anxiety and other mental health issues.
- Had a background of being bullied as a youth.
- FBI profiled him as a “Collector of Justice.”
- Desire to get revenge was the primary motivator.
Notes:

This section will teach the trainees about the different categories in which workplace violence can occur. Each of these categories are defined in the following slides.

Four Categories of Violence in the Workplace:

1. Violence by Strangers (Criminal Intent)
2. Violence by Customers
3. Violence by Co-Workers
4. Violence by Personal Relations

DISCUSSION:

Statistic: 66% of violent workplace incidents were committed by someone known to the victim.
Notes:

Violence by Strangers: Any violence that is committed by an assailant who has no legitimate business relationship with the workplace or the worker.

- Robbery is the most common form of Violence by Strangers.

- All workplaces have the possibility of Violence by Strangers.

DISCUSSION:

Statistic: Strangers committed the greatest proportion of nonfatal workplace violence against males (53%) and females (41%) between 2005 and 2009.
Violence by Customers

**Definition:** Violence by an assailant who either receives services from or is under the custodial supervision of the affected workplace or the victim.

**Examples:**
- Current/Former Customers
- Passengers
- Patients
- Students
- Inmates
- Criminal Suspects
- Prisoners

Notes:

Violence by Customers: Any violence by an assailant who either receives services from or is under the custodial supervision of the affected workplace or the victim.

**Examples:**
- Current/Former Customers
- Passengers
- Patients
- Students
- Inmates
- Criminal Suspects
- Prisoners
Violence by Co-Workers

**Definition:** Violence by an assailant who has some employment-related involvement with the workplace.

This includes former employees, managers and supervisors.

Revenge is frequently the motivation with Violence by Co-Workers situations.

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**Notes:**

Violence by Co-Workers: Any violence by an assailant who has some employment-related involvement with the workplace.

- This includes former employees, managers and supervisors.

- Revenge is frequently the motivation with Violence by Co-Workers situations.
Violence by Personal Relations

**Definition:** Any incident between two people that have a personal relationship outside of the workplace.

**Examples:**
- Spouses (Current and Former)
- Lovers
- Relatives
- Friends
- Acquaintances

Notes:

Violence by Personal Relations: Any incident between two people that have a personal relationship outside of the workplace.

**Examples:**
- Spouses (Current and Former)
- Lovers
- Relatives
- Friends
- Acquaintances
Have you, or someone you know ever been involved in an instance of workplace violence?

Can you identify the type of violence and the category?

Please share your experiences

Notes:

DISCUSSION:

Have you, or someone you know ever been involved in an instance of workplace violence?

Can you identify the type of violence and the category?
Part II: What are the signs of Violence?

Notes:

Part II of this training is dedicated to teaching the signs of violence. Slide topics include Critical Warning Signs for a potential threat, and the Four Stages of Assault/Threat for violent acts.

DISCUSSION:

Iconographic (statistic): 780 occupational fatalities occurred from workplace violence in 2011. 36% of men were most likely to fall victim to a workplace homicide committed by a robber, and 39% of women were most likely to fall victim to a workplace homicide committed by a relative or domestic partner.
Critical Signs

Critical Signs are indicators for a potential threat

Two Types:
1. Personal or Action Signs
2. Physical Signs

WARNING!

A single Critical Sign does not necessarily indicate a potential threat. Many times this can be an indicator that a person is under a high amount of stress.

Notes:

Critical Signs are signs from other people that indicate a potential threat.

Two Types of Critical Signs:
1. Personal or Actions Signs
2. Physical Signs

- A single Critical Signs does not necessarily indicate a potential threat. Many times this can be an indicator that a person is under a high amount of stress.
## Critical Signs: Personal/Action Signs

**Personal or Action Signs that can Indicate a Potential Threat:**

- Loss of Significant Other
- Loner
- Collects/Talks about Weapons
- Talk of frustration/retaliation
- Has no Empathy
- Jealousy
- Describes Explicit Plan
- Documents/Blames Others
- Availability of Means (Weapons)
- Veiled or Direct Threats

### Notes:

**Personal or Action Signs:**

- Loss of Significant Other
- Loner
- Collects/Talks about Weapons
- Talk of frustration/retaliation
- Has no Empathy
- Jealousy
- Describes Explicit Plan
- Documents/Blames Others
- Availability of Means (Weapons)
- Veiled or Direct Threats
Critical Signs: Physical Signs

Physical Signs that can Indicate a Potential Threat:
• Clenching Fists
• Cracking Knuckles
• Angry Face/Clenching Jaw
• Change of Appearance
• Change of Hygiene
• Flared Nostrils
• Long Stares
• Tapping Fingers
• Self Isolation

Notes:

Physical Signs:
• Clenching Fists
• Cracking Knuckles
• Angry Face/Clenching Jaw
• Change of Appearance
• Change of Hygiene
• Flared Nostrils
• Long Stares
• Tapping Fingers
• Self Isolation
Four Stages of Assault/Threat:

1. Anxiety Stage
2. Defensive Stage
3. Physically Acting Out Stage
4. Tension Reduction Stage

Notes:

These four stages are identified as different stages that an assailant can be in during a threatening situation. Each stage will be further explained in the following slides.

Four Stages of Assault/Threat:

1. Anxiety Stage
2. Defensive Stage
3. Physically Acting Out Stage
4. Tension Reduction Stage
Stage 1: Anxiety Stage

A person that is showing signs of high anxiety.

Most Important:

Do Not Ignore Them!

- Communication is your best tool to resolve the situation.
- Seek a supervisor or Human Resources for help with the person.

Notes:

Anxiety Stage: A person that is showing signs of high anxiety.

- Communication is your best tool toresolve the situation.
- Seek a supervisor of Human Resources for help with the person.

Most Important: Do not Ignore Them!
- This is the first sign of a potential threat and can be resolved before further escalation.
Stage 2: Defensive Stage

A person showing small signs of non-physical aggression.

- Communication is your best tool, but body language will play an important role.

- Approach the situation with the goal of helping the person with the problem (root of the issue).

- Requires a resolution to the problem to remove the possibility of a threat.

Notes:

Defensive Stage: A person showing small signs of non-physical aggression.

- Communication is your best tool, but body language will play an important role.

- Approach the situation with the goal of helping the person with the problem (root of the issues).

- Requires a resolution to the problem to remove the possibility of a threat.
Stage 3: Physically Acting Out Stage

The point where a threat becomes a bigger issue involving physical contact.

- Evade the situation and get help.
- Contact a supervisor, security, or police if needed.
- In extreme situations don’t hesitate to call 911.

Notes:

Physically Acting Out Stage: The point where a threat becomes a bigger issue involving physical contact.

- Evade the situation and get help.
- Contact a supervisor, security, or police if needed.
- In extreme situations don’t hesitate to call 911.
Stage 4: Tension Reduction Stage

After an incident when the person is physically spent.

- Resolve the situation without re-escalation.
- Don’t leave the person alone. This can lead to re-escalation.

Avoid:
- Statements that appear cold, hostile, condescending, etc...
- “I know how you feel” or “Calm Down”

Notes:

Tension Reduction Stage: After an incident when the person is physically spent.

- Resolve the situation without re-escalation.
- Don’t leave the person alone. This can lead to re-escalation.

Avoid:
- Statements that appear cold, hostile, condescending, etc...
- “I know how you feel” or “Calm down”
Notes:

Part III of this training is dedicated to teaching skills and methods to help resolve a situation. Slide topics include the types of methods to resolve a situation, definition of the CAP tools (Communication, Attitude, Prevention), and CAP tactics to help resolve a situation.
Methods to Resolve a Situation

Two Methods to Resolving a Situation:

1. Physical Solution

   A Physical Resolution involves physically restraining the assailant. This technique should only be used in most extreme of circumstances. Rarely works (less than 10% of the time).

2. A Verbal Solution

   With a Verbal Solution the goal is to voluntarily get the assailant to comply. Actively hostile individuals can be calmed down which helps bring a resolution to the situation. This technique works 90% of the time.

Notes:

There are two methods to resolving a situation:

1. Physical Solution:
   - A physical resolution involves physically restraining the assailant. This technique should only be used in most extreme of circumstances.
   - Rarely works (less than 10% of the time).

2. A Verbal Solution
   - With a Verbal Solution the goal is to voluntarily get the assailant to comply. Actively hostile individuals can be calmed down which helps bring a resolution to the situation.
   - This technique works 90% of the time.
Notes:

Biggest Mistakes when threatening situations:

1. We minimize the potential for violence.

2. We fail to report it.

DISCUSSION:

Statistic: It is estimated that the aggregate cost of workplace violence to U.S. employers to be more than $36 billion as a result of expenses associated with lost business and productivity.
Methods to Resolve a Situation

Consider the Aggressive Person

- Many times the root of the problem for the aggressive person is not you, but directed at the institution.

- Treat the aggressive person like a “Customer.”

- Define their problem. Keep in mind that their problem is a real issue to them.

- Meet their needs.

Notes:

Consider the aggressive person:

- Many times the root of the problem for the aggressive person is not you, but directed at the institution.

- Treat the aggressive person like a “Customer.”

- Define their problem. Keep in mind that their problem is a real issue to them.

- Meet their needs.
Methods to Resolve a Situation: Assessing the Threat

- What is the nature of the threat?
- Who is involved?
- What is happening?
- How is this affecting our environment?
- Who is involved in the situation?
- What are the circumstances surrounding the threat?
- Who are the witnesses to the threat?

Notes:

Assessing the Threat:

- What is the nature of the threat?
- Who is involved?
- What is happening?
- How is this effecting our environment?
- Who is involved in the situation?
- What are the circumstances surrounding the threat?
- Who are the witnesses to the threat?
Methods to Resolve a Situation:  
The CAP Tools

These three tools can serve you the best in preventing Workplace Violence (CAP Tools):

• Communication
• Attitude
• Prevention

Notes:

“CAP” is an acronym for the three tools that employees can utilize to help prevent and resolve threatening situations.

C = Communication

A = Attitude

P = Prevention
Communication is going to be the most valuable and effective tool that an employee can use in any potential threatening situation. The following section will discuss many of the communication tactics that can be utilized by the trainee.
Communication Tactics

Talking

1. Keep them talking.

2. Use open-ended questions.
   - *Who, What, Where, When, Why, and How*

3. Clarify implied statements.

4. Do not use the word “but.”
   - *Anything before the word “but” will be ignored.*

Notes:

Talking Tactics:

1. Keep them talking.

2. Use open-ended questions.
   - *Who, What, Where, When, Why, and How*

3. Clarify implied statements.

4. Do not use the word “but.”
   - *Anything before the word “but” will be ignored.*

For example: “I know that the supervisor is bothering you, but he is just following orders.”

Instead, use: “I know that the supervisor is bothering you. Keep in mind that he is following the company policy.”

(Continued on next slide)
Communication Tactics
Talking

5. Use positive statements.

Rule of Five:
- This includes statements that use Five Words or Less.

For example: “We can make this work” or “I can tell you are upset.”

Notes:

Talking Tactics (Continued):

5. Use Positive statements.

Rule of Five:

Statements that use Five Words of Less.

Example:

“We can make this work.”
“I can tell you are upset.”
Communication Tactics

Talking: Areas to Avoid

A “trigger” can lead an aggressor to re-escalate a situation.

Areas to Avoid:
- “I know how you feel”
- “Calm Down”
- Any cold, hostile, apathetic, condescending, or going by the rules statements.
- Losing your cool
- Making false promises
- Criticism, ridicule, or insults

Notes:

Talking: Areas to Avoid:

A “trigger” can lead an aggressor to re-escalate a situation.

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- “I know how you feel.”
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- Any cold, hostile, apathetic, condescending, or going by the rules statements.
- Losing your cool
- Making false promises
- Criticism, ridicule, or insults.
Communication Tactics:  
Listening

1. Hear, but don’t judge.

2. Allow them to vent.

3. Paraphrase

Example: “What I hear you saying is ___, and I understand, and what I need you to do is ____.”

*Notice the use of the word “and” and no use of the word “but.”

Notes:

Listening:

1. Hear, but don’t judge.

2. Allow them to vent.

3. Paraphrase.

Example:

“What I hear you saying is _____, and I understand, and what I need you to do is _____.”

Note: Notice the use of the word “and” and no use of the word “but.”
Communication Tactics

Non-Verbal Tactics

1. **Attitude**: Control the way you sound and look by controlling your attitude.

2. **Smile**: Smiling is voluntary compliance and agreement.

3. **Voice**: Inflections in your voice have 5 times more impact than words alone.

Notes:

Non-Verbal Tactics:

1. **Attitude**
   - Control the way you sound and look by controlling your attitude.

2. **Smile**
   - Smiling is voluntary compliance and agreement.

3. **Voice**:
   - Inflections in your voice have 5 times more impact than words alone.
Communication Tactics
Non-Verbal Areas to Avoid

- Toe-To-Toe
- Crossing Your Arms
- Having Your Hands Behind You
- Unsolicited Personal Contact
- Pointing

Do:
- Have your hands at your sides
- Stand at a 45° angle to the aggressor

Notes:

*Note: Physically demonstrate these body language examples. You can have a volunteer join you to help as part of the demonstration.*

Non-Verbal Areas to Avoid (Body Language):

- Toe-To-Toe
- Crossing Your Arms
- Having Your Hands Behind You
- Unsolicited Personal Contact
- Pointing

Do:
- Have your hands at your sides
- Stand at a 45 degree angle to the aggressor
Communication Tactics

Consider and give weight to the differences of the aggressor:

- Cultural
- Ethnical
- Gender
- Religious
- Personality
- Sexual
- Age

Notes:

Consider and give weight to the differences of the aggressor:

- Cultural
- Ethnical
- Gender
- Religious
- Personality
- Sexual
- Age
Notes:

Attitude:

- It can happen to me!
- Zero Tolerance
- The use of Profanity is considered harassment.
- Encourage yourself and others to act.
  
  – Report and Assess Threatening Behavior

DISCUSSION:

Statistic: The majority of victims of workplace homicide from 2005 through 2009 were male and middle-aged.

Statistic: The most common reasons for reporting workplace violence to the police were to stop or prevent an incident from happening (31%), prevent future incidents (21%), and stop attacker (20%).
Prevention

Attitude

- Zero Tolerance
- No “It can’t happen to me” attitude
- Minimizing the Potential for Violence
- Don’t Ignore the Warning Signs
- Trust Your Instincts
- Keep an Eye out for Critical Signs
- Failure to report a potential Issue

Notes:

Prevention (Your Attitude):

- Zero Tolerance
- No “It can't happen to me” attitude
- Minimizing the Potential for Violence
- Don’t Ignore the Warning Signs
- Trust Your Instincts
- Keep an Eye out for Critical Signs
- Failure to report a potential Issue
Prevention

Environment

1. Foster a healthy environment for all
2. Encourage yourself and others to act

Reporting a Critical Sign is the first step to getting someone help!

Notes:

Prevention (Enthronement):

1. Foster a healthy environment for all.

2. Encourage yourself and others to act.

- Reporting a Critical Sign is the first step to getting someone help!
Notes:

The following is the final section of the training. Three case studies will be used to help add a human factors approach to helping the trainees reinforce and retain the information in this training. Each case study will be presented, then followed with some discussion questions on the next slide. The answers to the questions should appear with a mouse click in the order of the questions.
Case Study #1

An employee is working in the warehouse of company Y-Part Manufacturing. The service garage door is open and it is a beautiful day out. The employee hears some banging noises coming from the storage yard outside. As he walks outside he sees two unknown men quickly throwing some of the company products stored on a palette into the back of their truck.

The employee yells, getting the attention of other workers in the warehouse, and runs to confront the two men. One of the men pulls out a knife. The employee tries to restrain the man with the knife and is stabbed. The two men jump in the pick up truck and flee.

Notes:

Case Study #1

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The employee yells, getting the attention of other workers in the warehouse, and runs to confront the two men. One of the men pulls out a knife. The employee tries to restrain the man with the knife and is stabbed. The two men jump in the pick up truck and flee.
Case Study #1: Questions

1. What category of violence is this?
   - Violence by Strangers

2. What criminal act is in progress?
   - Robbery and Aggravated Assault

3. What error did the employee make in this situation?
   - Trying to Physically Resolve the situation by himself.

4. What would be a better approach as the employee in this situation?
   - Avoid a physical situation. Send someone for help from security and get a detailed description of the two robbers and their license plate.

Notes:

1. What category of violence is this?
   - Violence by Strangers

2. What criminal act is in progress?
   - Robbery and Aggravated Assault

3. What error did the employee make in this situation?
   - Trying to Physically Resolve the situation by himself

4. What would be a better approach as the employee in this situation?
   - Avoid a physical situation. Send someone for help from security and a detailed description of the two robbers and their license plate.
Case Study #2

Frank, who is a former vendor for the company Y-Part Manufacturing, walks through a back door that is open for ventilation in the plant. As you approach Frank, who you are familiar with, you recognize that he is visibly upset. He is angry about something and keeps banging his clinched fist on the machine.

Frank demands to speak with Sheila, his former girlfriend, who transferred to the corporate office last week. He keeps shouting and refuses to accept that Sheila is not there.

Notes:

Case Study #2

Frank, who is a former vendor for the company Y-Part Manufacturing, walks through a back door that is open for ventilation in the plant. As you approach Frank, who you are familiar with, you recognize that he is visibly upset. He is angry about something and keeps banging his clinched fist on the machine.

Frank demands to speak with Sheila, his former girlfriend, who transferred to the corporate office last week. He keeps shouting and refuses to accept that Sheila is not there.
Case Study #2 - Questions

1. **What category of violence is this?**
   - Violence by Customer or Personal Relations

2. **What Critical Signs were being displayed by Frank?**
   - Angry, Clinched Fists

3. **From the Critical Signs being exhibited by Frank, what Stage of Assault was he demonstrating?**
   - Defensive Stage

4. **What would be the best approach as the employee in this situation?**
   - Signal another employee to go get help and use Communication Techniques to try and calm Frank. Talk with him to search for the root of his problem until help arrives.

**Notes:**

1. What category of violence is this?
   - Violence by Customer or Personal Relations

2. What Critical Signs were being displayed by Frank?
   - Angry, Clinched Fists

3. From the Critical Signs being exhibited by Frank, what Stage of Assault was he demonstrating?
   - Defensive Stage

4. What would be the best approach as the employee in this situation?
   - Signal another employee to go get help and use Communication Techniques to try and calm Frank. Talk with him to search for the root of his problem until help arrives.
Case Study #3

Joe is the supervisor for a small manufacturing company operated by the company Y-Parts Manufacturing. Joe got word from upper management that the productivity needs to drastically increase to keep the plant running and everyone employed.

Feeling the pressure from above, Joe starts to discipline workers that he thinks are slacking on the job and not producing enough. When Joe meets with Evan he starts to yell at Evan. He threatens to discipline him for his performance and insults him and his work. Evan becomes angry and starts shouting back at Joe. The situation escalates with Evan pushing Joe and the two men get into a fist fight.
Case Study #3 - Questions

1. What category of violence is this?
   Violence by Co-Workers

2. What Critical Signs lead to the escalation of the situation?
   Joe Threatens Evan and Insults Him

3. Was this an issue of Verbal Abuse/Threat, Physical Abuse, or Threatening Behavior??
   Instances or all three are present in this situation.

4. If you were an employee observing this issue, what would be the best approach to help resolve this situation before it turned to a physical altercation?
   Signal another employee to get help and step in during the shouting to prevent any further escalation of the situation.

Notes:

1. What category of violence is this?
   Violence by Co-Workers

2. What Critical Signs lead to the escalation of the situation?
   Joe threatens Evan and insults him.

3. Was this an issue of Verbal Abuse/Threat, Physical Abuse, or Threatening Behavior??
   Instances or all three are present in this situation.

4. If you were an employee observing this issue, what would be the best approach to help resolve this situation before it turned to a physical altercation?
   Signal another employee to get help and step in during the shouting to prevent any further escalation of the situation.
This brings an end to this training. Does anyone have any last questions or comments to wrap up?

Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.