

# Preventing Violence in the Workplace for Supervisors

**Length:** 1 Day

**Summary:** This is a course designed for all supervisors. It will define the often confusing dynamic of workplace violence and review prevention strategies for different types of violence issues. The course emphasizes the importance of the support and participation of all employees. All employees must learn how to recognize the behavioral warning signs and then carry through with their responsibility to report any incidents or disturbing observations. There will be a review of how all employees can work together to avert potential violence.

The supervisor's role will be discussed with regard to recognizing and reporting potentially problem behaviors. Supervisors must be alert for the warning signs in their workforce and know what to do once an incident is reported to them. They must also realize the costs of workplace violence to the business and know how to manage potentially hostile situations. This course will give them the tools.

## Learning Outcomes:

In the successful completion of this course, an individual will know how to identify the warning signs, as well as identify violence from outside the workplace, and be able to address the warning signs with expertise.

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## Course Content

- Defining Workplace Violence
- Reporting Threats
- Identifying Warning Signs
- Violence From Outside the Workplace
- Averting Violence
- Supervisor's Role
- Signs of Emotional Stress
- Taking Action
- Addressing Warning Signs
- Managing a Hostile Employee

- Costs of Aggression in the Workplace
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