



## Workplace Violence

Violence of any sort has many roots. 99% of the time, there are warning signs of workplace violence. That is why this three day workshop will take a comprehensive look at workplace violence: how to prevent it on an individual and an organizational level, and how to respond to it if it does occur.

### **How You Will Benefit**

- Understand what workplace violence is
- Be able to identify some warning signs of violence
- Understand the cycle of anger
- Understand Albert Bandura's behavior wheel and how it applies to anger
- Develop a seven-step process for managing your anger and others' anger
- Have better communication and problem solving skills, which will reduce frustration and anger
- Develop some other ways of managing anger, including coping thoughts and relaxation techniques
- Be familiar with the nine components of an organizational approach to managing anger, including risk assessment processes
- Know what to do if a violent incident occurs in the workplace, on both an individual and organizational level

### **What You Will Cover**

- Albert Bandura's behavior wheel
- Warning signs of violence
- McClure's seven step anger management process
- Communication skills
- Problem solving tools
- Stress management techniques
- Norman Keith's nine components of a violence prevention program
- Turner's fourteen stages of threat response
- Developing a risk assessment program
- Incident response checklist

### **What's Included?**

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

### **THREE DAY WORKSHOP**

