

Workplace Violence

COURSE OVERVIEW

Violence of any sort has many roots. It is up to us to learn whatever we can to prevent, identify and mitigate any threats. This comprehensive workshop includes everything a workplace leader needs to get started.

KEY SUBJECT AREAS

- What is workplace violence?
- The behaviour wheel and anger process.
- Communication, problem solving, and anger management skills.
- A systems approach and developing a policy and program.
- Risk assessment and risk level analysis.
- Hiring practices and workplace design.
- Workplace practices and procedures.
- Security systems and personnel and training programmes.
- Developing emergency response plans and threat response processes.
- The immediate response.
- Consulting with the experts.
- Gathering and evaluating additional information.
- Communicating incidents and threats.
- Reviewing the options and analysing the impact.
- Incident response checklist.

LEARNING OUTCOMES

This workshop will enable the participant to:

- Describe what workplace violence is.
- Identify some warning signs of violence.
- Apply the cycle of anger.
- Understand Albert Bandura's behaviour wheel and how it applies to anger.
- Develop a seven-step process for managing your anger and others' anger.
- Apply 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.
- Use the nine components of an organisational approach to managing anger, including risk assessment processes.
- Respond if a violent incident occurs in the workplace on an individual and organisational level.

Sometimes there are warning signs of workplace violence, but this is not always the case.

Duration: 3 days

Unique features

The Workplace Violence Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who wants to develop a strategy to prevent, identify, mitigate and deal with workplace violence.

Includes...

- Resource material & workbook.
- Training 101 Certificate
- Quick reference guide.

Contact us for more information
or to register on a workshop:

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