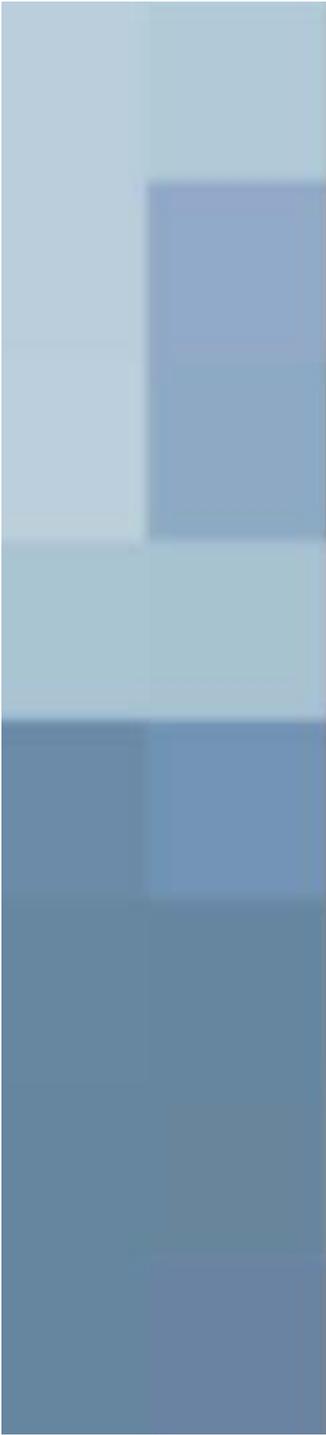


# How to Prevent and Defuse Violence in the Workplace

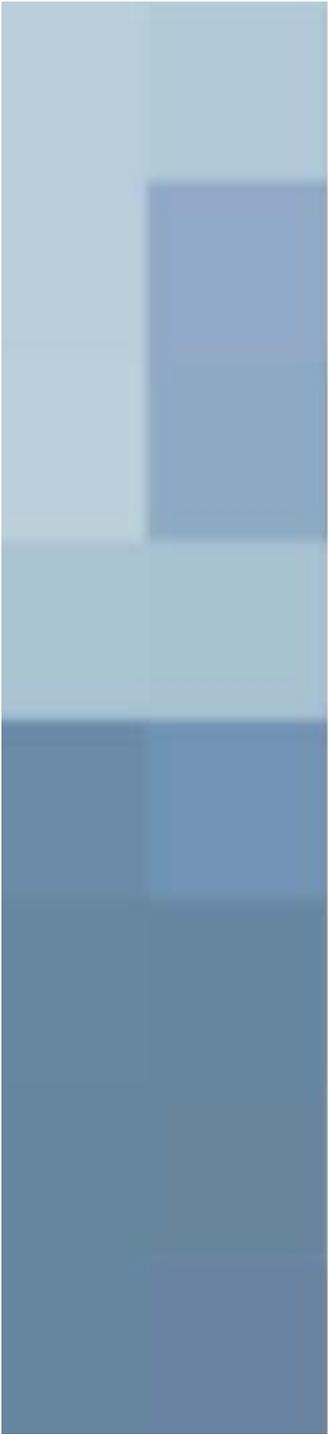




# Session Objectives

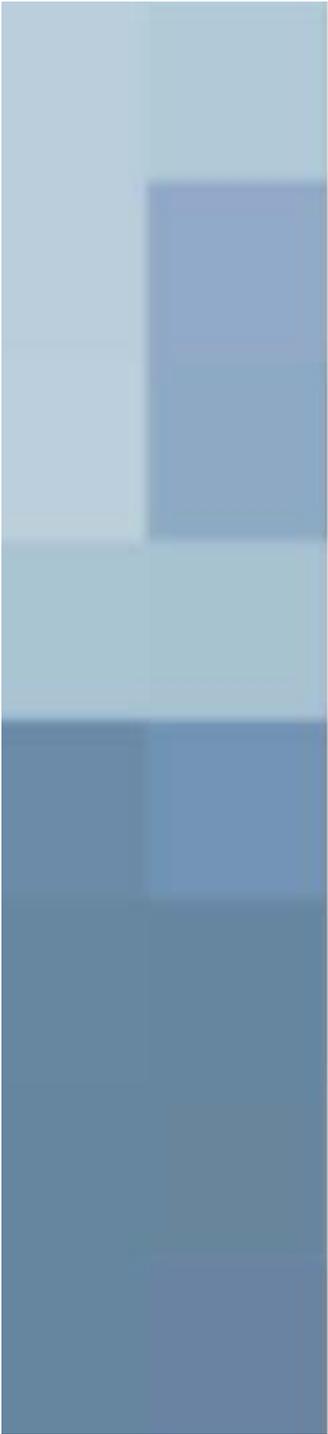
You will be able to:

- Understand the Town of Bethlehem's commitment to promoting a safe and secure workplace
- Identify the causes of workplace violence
- Spot the signs of potential violence
- Follow security procedures
- Respond effectively to violent acts



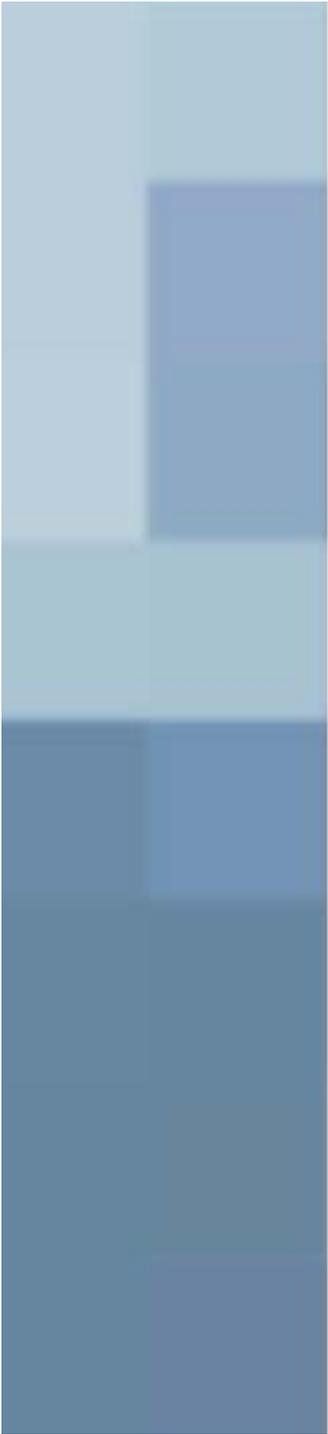
# Session Objectives

- Identify what is harassment and bullying
- Know your responsibility to reporting harassment
- Understand the Town of Bethlehem's response to harassment and bullying



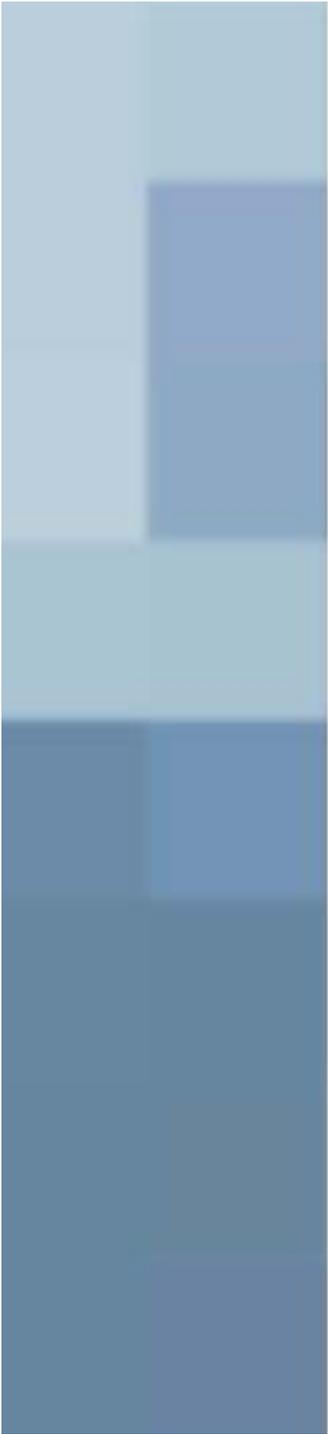
# What You Need to Know

- Factors that contribute to violence
- Symptoms of impending violence
- How to report violent incidents
- Security measures to prevent violence
- Proper response to violent incidents



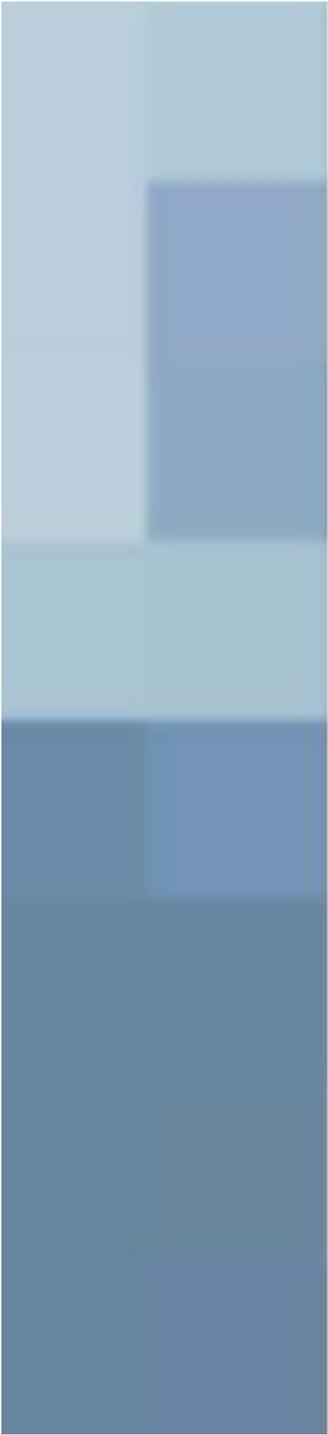
# Workplace Violence Prevention Program

- The Town of Bethlehem employee manual outlines the parameters of Workplace Violence prevention. This may be accessed on the Town of Bethlehem Human Resources website.



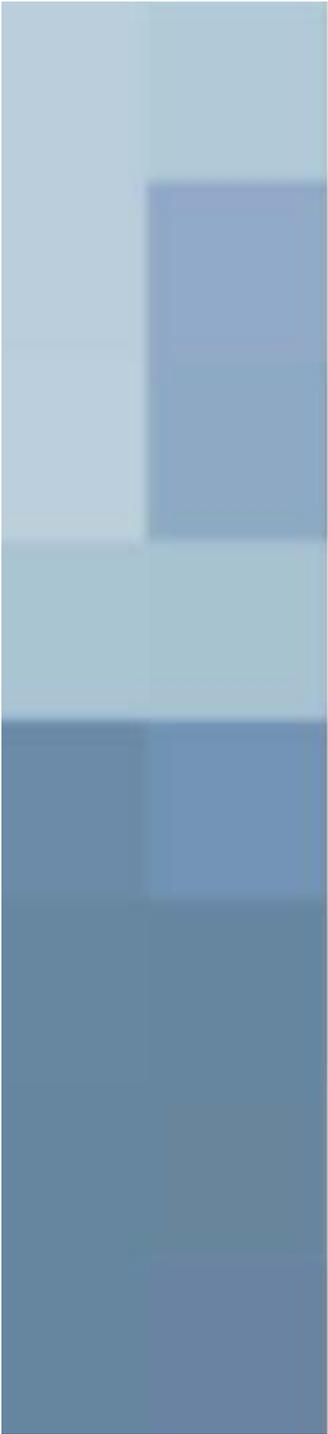
# Workplace Violence Prevention Program

- If you do not have access to the Town of Bethlehem Human Resources website, you can find information posted in:
  - Off-site departments
  - Human Resources



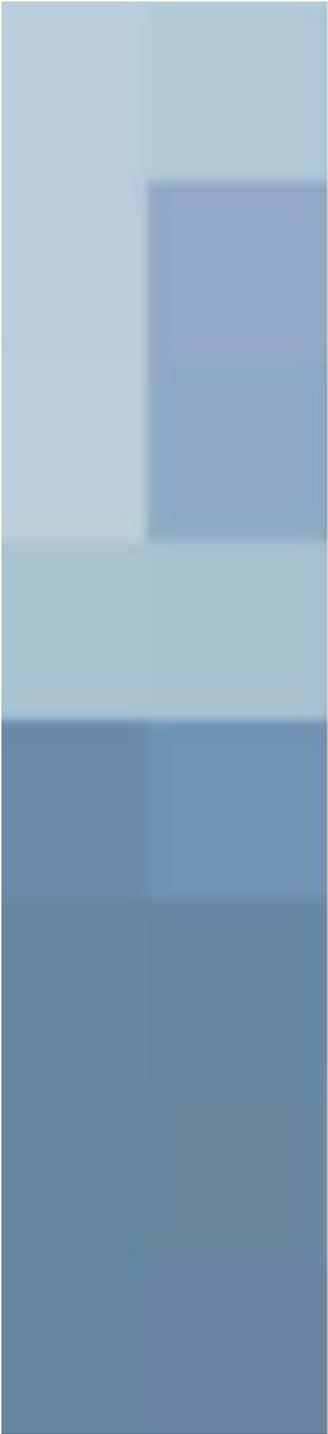
# Why You Need To Know

- New State law aimed to protect municipal workers
- Job-related homicides were the third leading cause of death for all workers



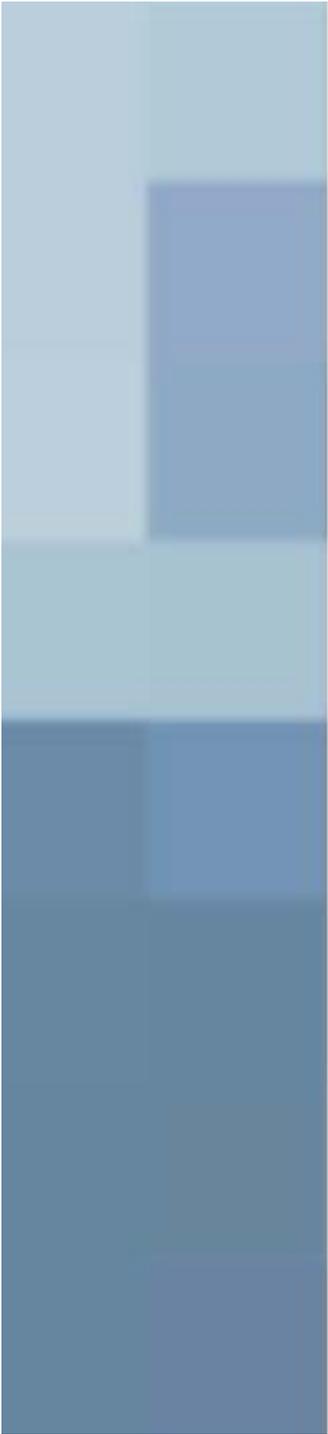
# Why You Need To Know

- The #2 cause of occupational death for male workers
- The #1 cause of occupational death for all female workers.



# Town of Bethlehem

- Prohibits workplace violence towards people or property
  - Physical violence
  - Threats of violence
  - Intimidation,
  - Harassment, bullying or sexual harassment
  - Coercion
  - Other threatening behavior



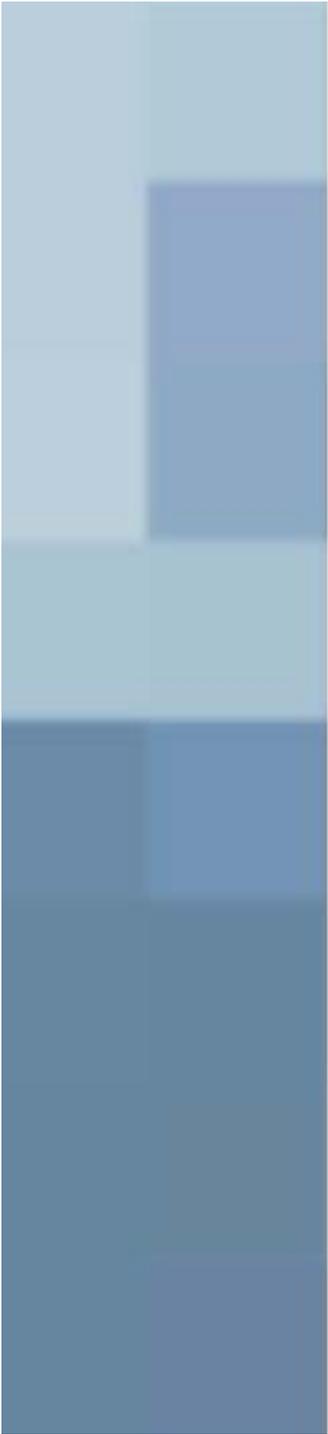
# Sources of Violence

- Employees
- Former employees
- Customers
- Other outsiders
- Criminals

# Who's Affected by Violence?

- Victims
- Witnesses
- Co-workers
- Customers and others





# Causes of Violence

- Layoff
- Firing
- Disciplinary or corrective action
- Poor performance review
- Conflict with co-worker

# Causes of Violence

(cont.)

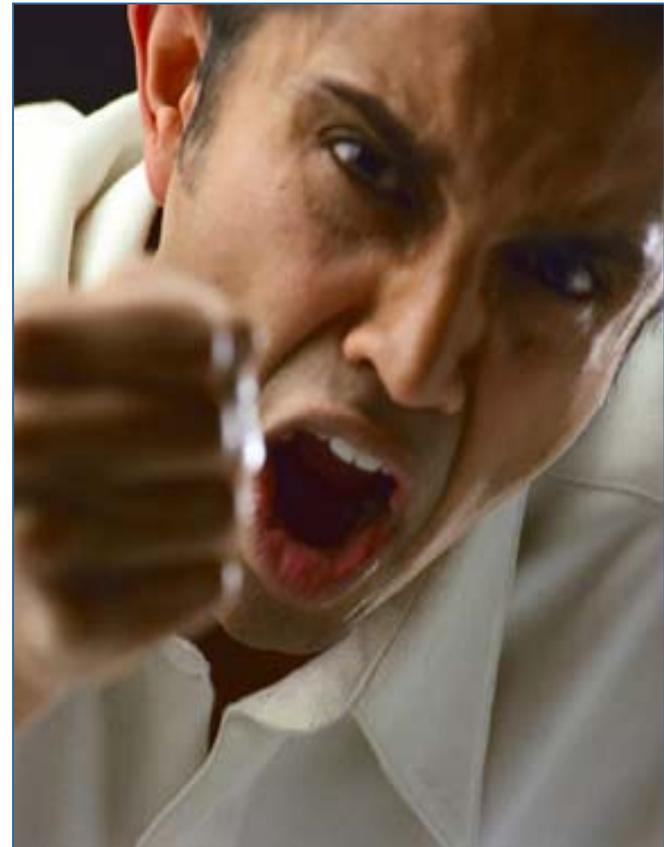
- Domestic violence
- Disputes with ex-partners
- Alcohol or drug abuse
- Emotional problems
- Financial difficulties



# Causes of Violence

(cont.)

- Customer interactions
- Robberies, muggings, etc.
- Random acts of violence



# Background on Violence

- Questions?



# Spot the Signs

Of potential for violence:

- Threatening to get even
- Blaming others
- Talking about violence or weapons
- Holding grudges

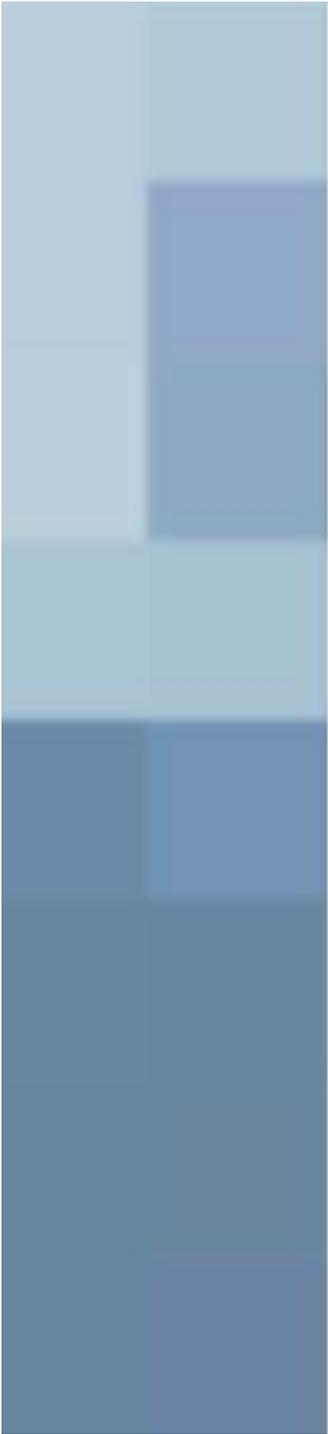


# Spot the Signs (cont.)

Of immediate threat:

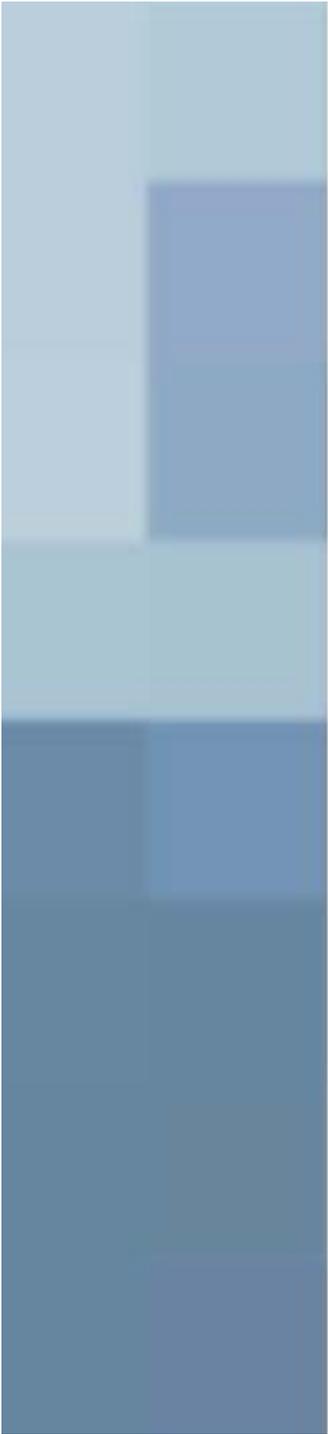
- Threatening words or moves
- Raising voice level
- Abusive language





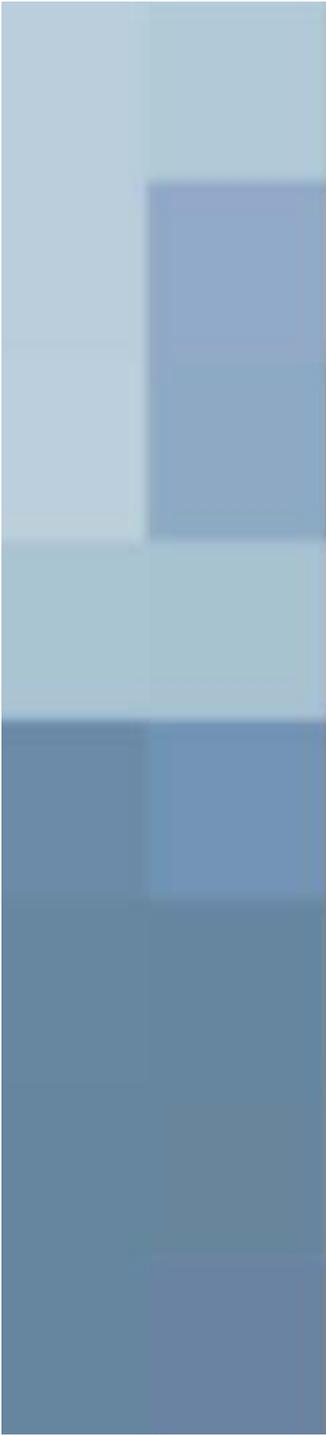
# First Response

- Do:
  - Remain calm
  - Show respect
  - Focus on problem
  - Alert co-workers
  - Report the incident



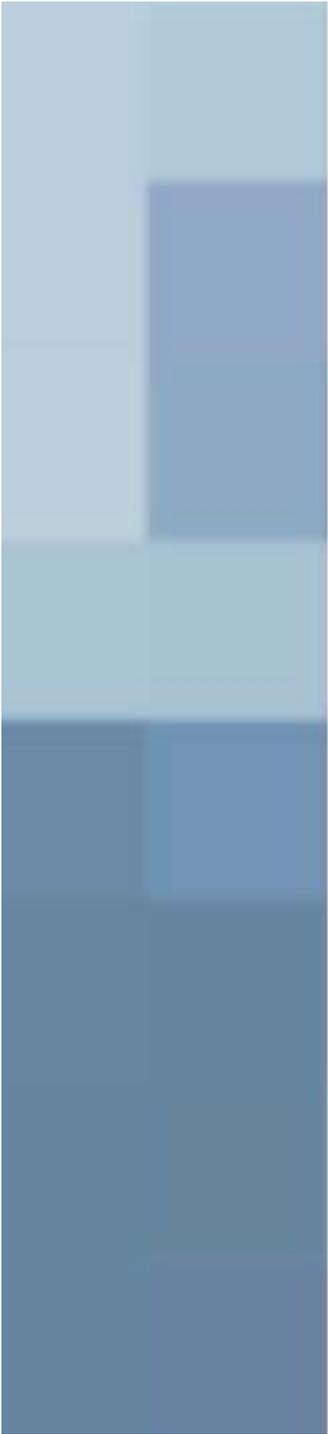
# First Response

- Don't:
  - Argue or raise your voice



# Town of Bethlehem Reporting Responsibilities

- Imminent danger or actual violence
- Acts of violence not involving weapons
- Commission of a crime
- Potential of workplace violence or suspicious behavior
- Call TOB Police or 911
- Report incident to supervisor or HR
- Contact TOB Police
- Report information to supervisor or HR



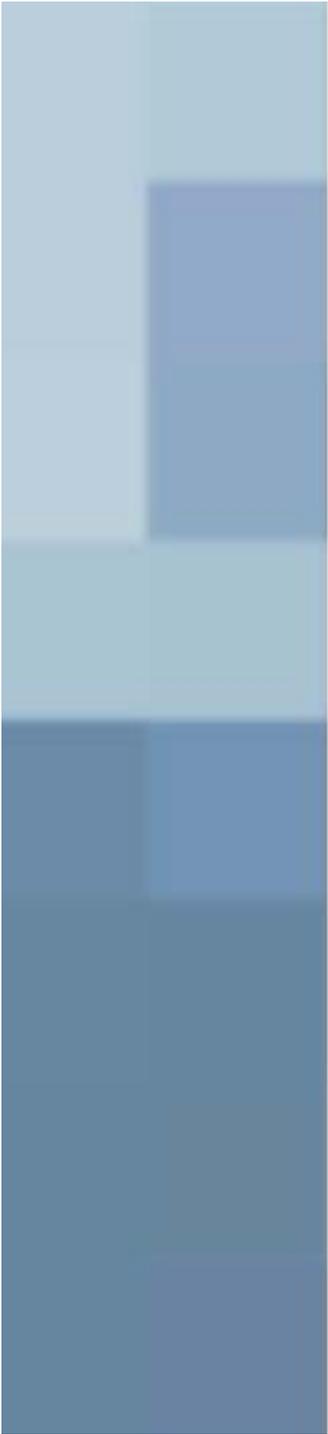
# Reporting Workplace Violence Incidents

- The New Workplace Violence Incident Reporting Sheets and Reports are available in:
- Employee forms on the H drive
- The Employee manual
- Off-site Offices
- Human Resources

# Know Security Measures

- Cameras, silent alarms
- Locks, coded entry
- Lighting
- Reporting procedures
- Counseling



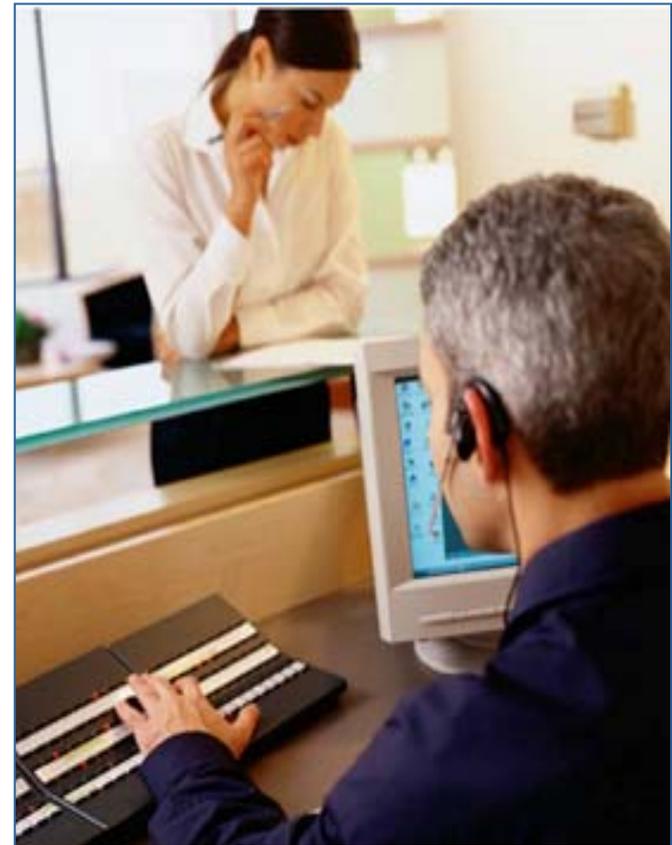


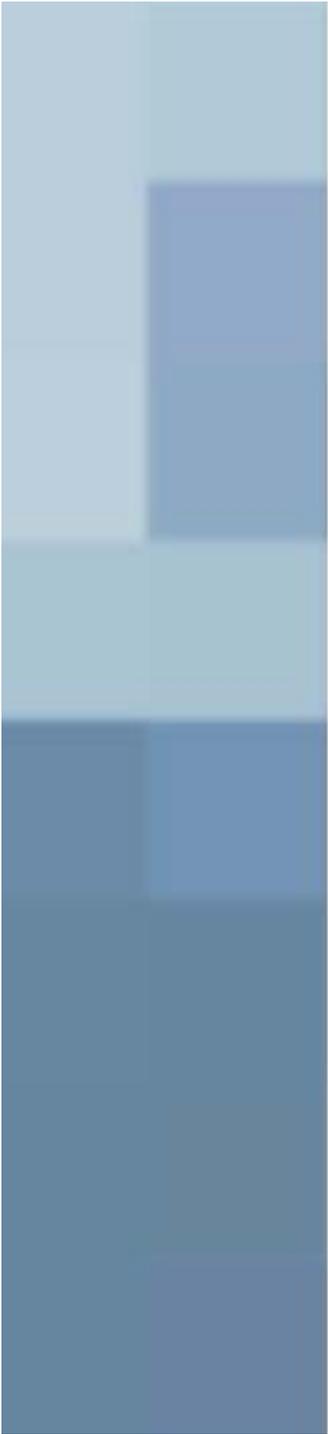
# 2014 Identified Risk Factors

- Surveillance cameras
- Bulletproof windows
- Keypads on locked doors
- Automatic locking gate
- Keypads on locked doors (in various departments)

# Follow Security Procedures

- Report strangers
- Escort visitors
- Wear ID
- Lock valuables
- Report missing items or signs of break-in





# Work Safely After Hours

- Let people know
- Avoid being alone
- Stay near phones
- Lock office door

# Work Safely After Hours (cont.)

- Walk out with someone
- Check car before getting in



# Personal Security

- Keep vehicle doors locked
- Walk in busy, well-lit areas
- Walk purposefully
- Make eye contact
- Check your surroundings



# Violent Confrontations

- Don't resist
- Report the incident
- Deal with your reaction



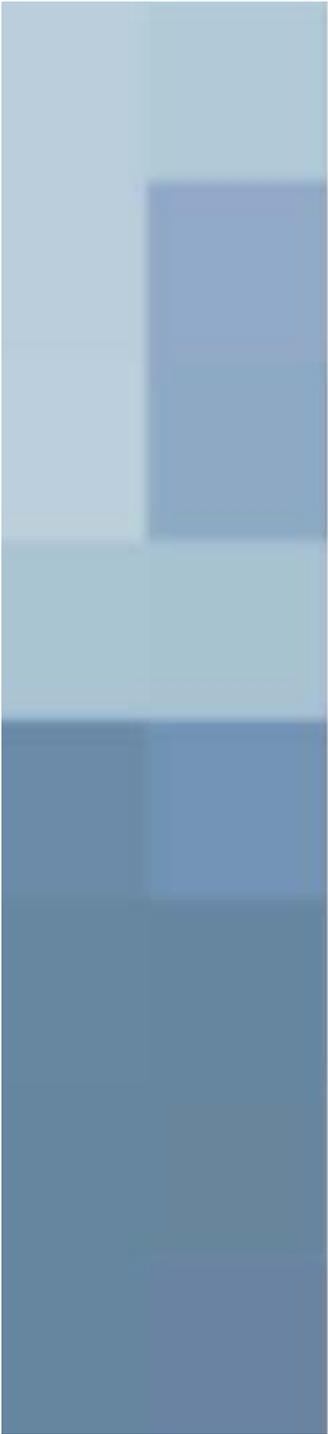
# Action Against Violence

- Questions?



# Bullying Defined

- Bullying can be
  - Verbal
  - Physical
  - Gesturing
  - By Exclusion
- Effect, not intent



# Bullying Defined

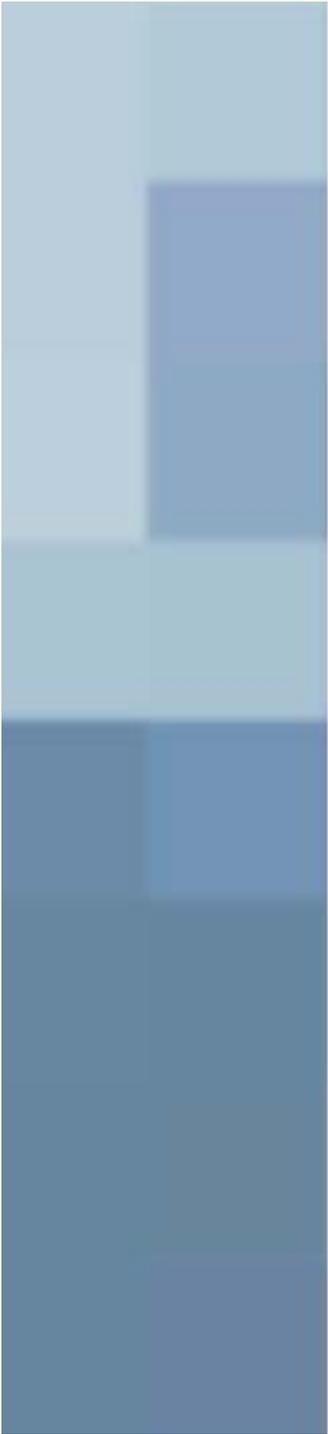
- Bullying is defined as repeated intimidation, slandering, social isolation or humiliation by one or more persons against another
- Most workplace bullying is worker to worker

# Harassment Defined

## Behavior that is

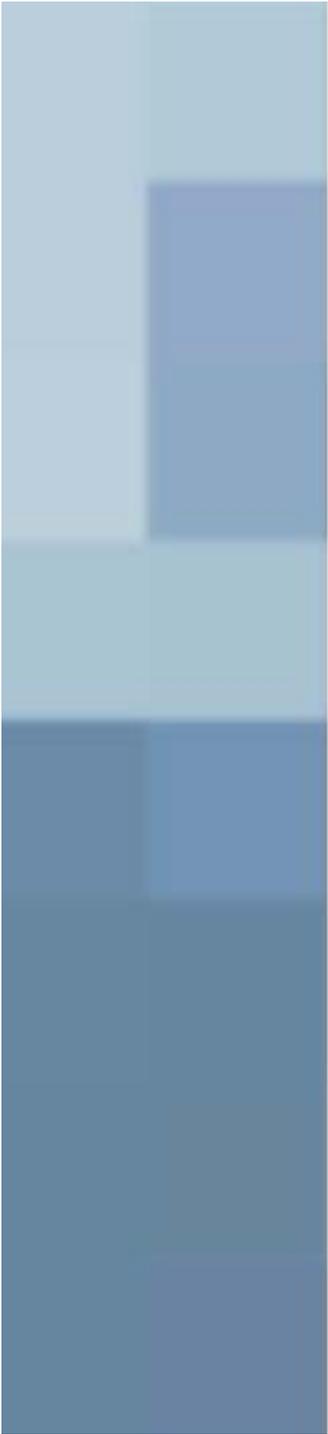
- bothersome,
- demeaning,
- irritating
- threatening and/or
- annoying

as related to protected groups or characteristics



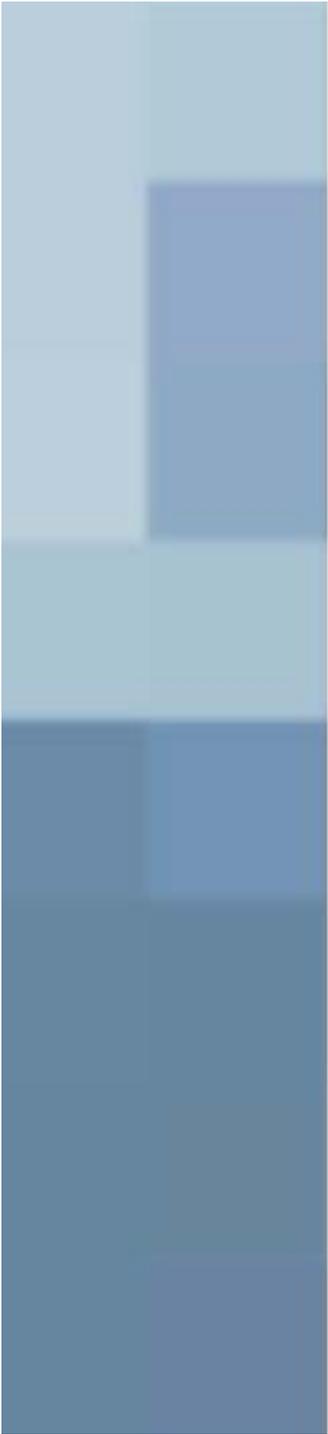
# Sexual Harassment Is Not...

- The stray remark
- The overly sensitive employee
- Consensual relationships



# Sexual Harassment Is...

- Conduct of a sexual nature in the workplace
- Unwelcome sexual advances or requests for sexual favors, or verbal or physical conduct of a sexual nature



# Sexual Harassment Is...

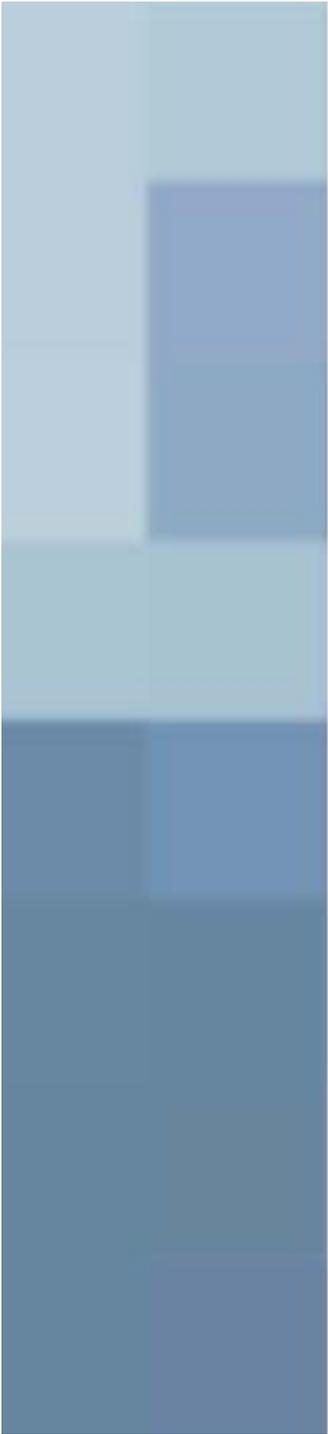
## Behavior that is

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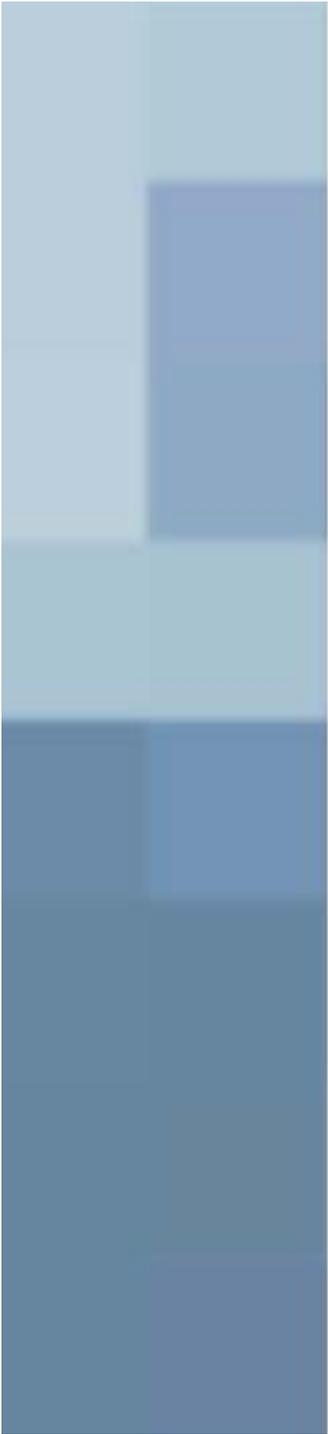
# Hostile Work Environment

- Severe or pervasive conduct (or both)
- Unreasonable interference with job performance
- Offensive, intimidating, hostile work environment
- Can be created by anyone in the workplace



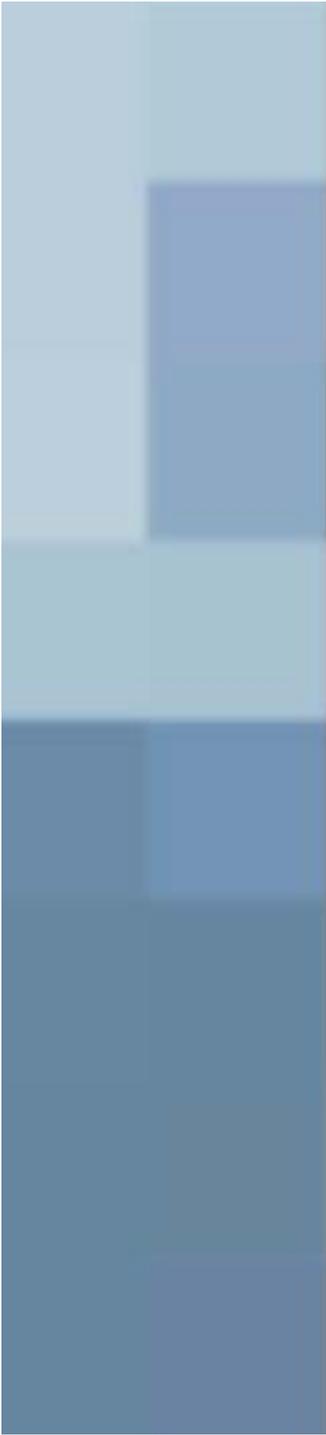
# Reasonable Person Standard

- Used as a measure for what should be reasonably considered sexual harassment
- What is offensive to a reasonable person in similar circumstances
- Generally, one time minor, unwelcome behavior will seldom qualify



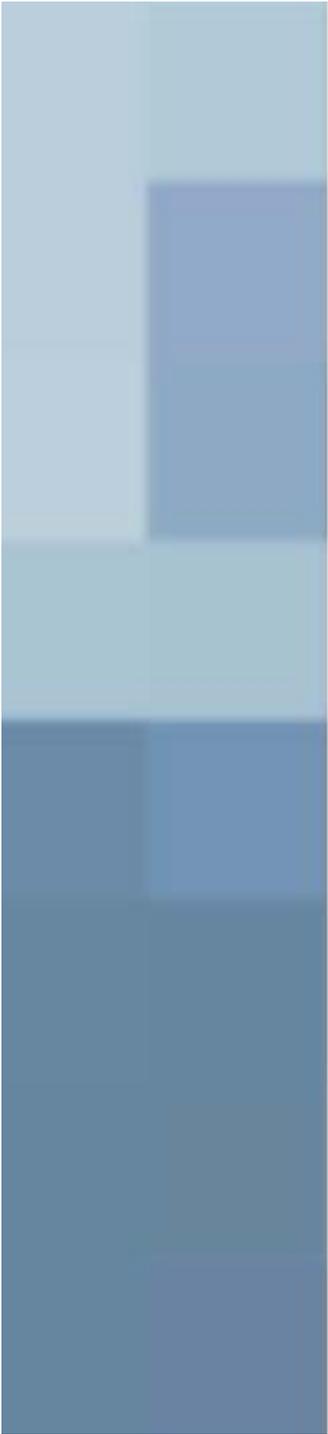
# Risky Behaviors Creating Hostile Work Environment

- **Physical**
  - Leaning into or invading a person's space
  - Inappropriately touching someone or their clothing
  - Kissing, hugging, patting or stroking
  - Actual attempted sexual assault
  - Sexual assault



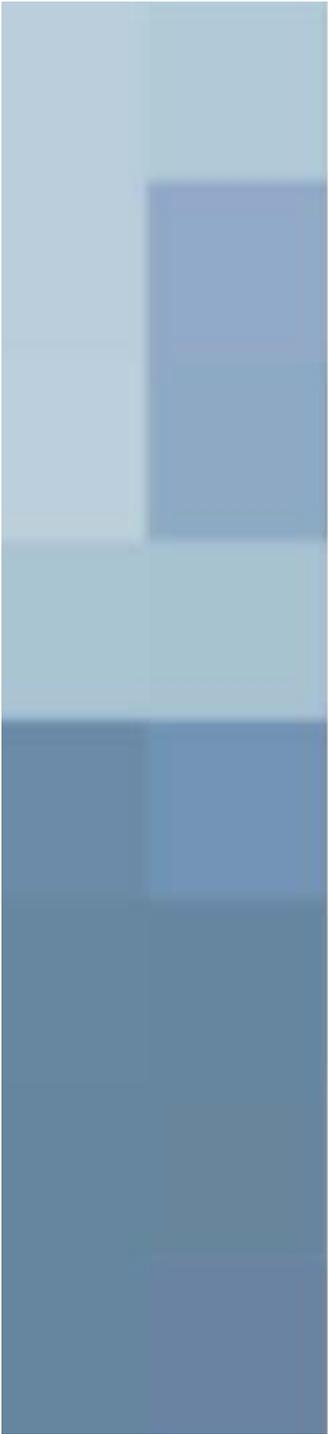
# Risky Behaviors Creating Hostile Work Environment

- Visual
  - Posters, cartoons, calendars, pin-ups of a sexual nature
  - E-mails
  - Electronic bulletin boards or screensavers
  - Sexually expressive or revealing clothing
  - Knick-knacks and other objects of a sexual nature



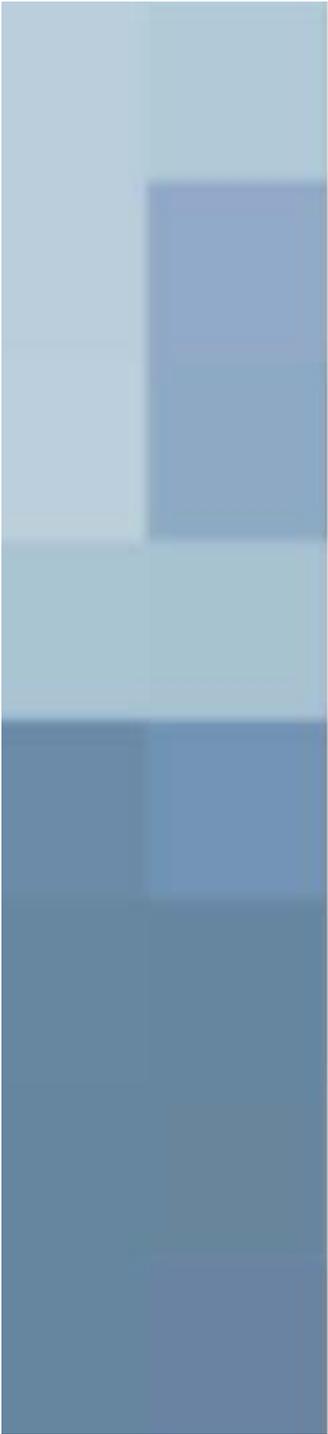
# Risky Behaviors Creating Hostile Work Environment

- Verbal
  - Derogatory or sexual comments and jokes
  - Requests for sexual favors
  - Tales of sexual exploits



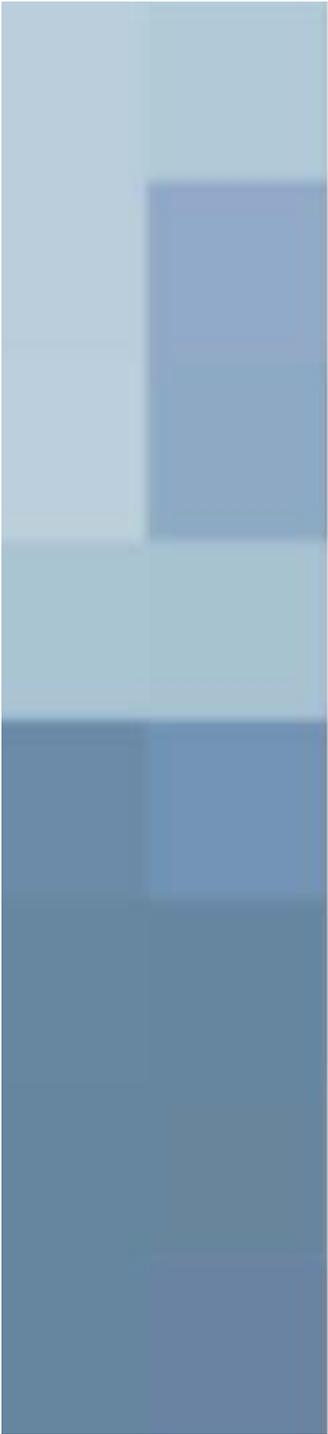
# Risky Behaviors Creating Hostile Work Environment

- Other risky behavior
  - Inappropriate jokes
  - Teasing
  - Talk radio
  - Bullying



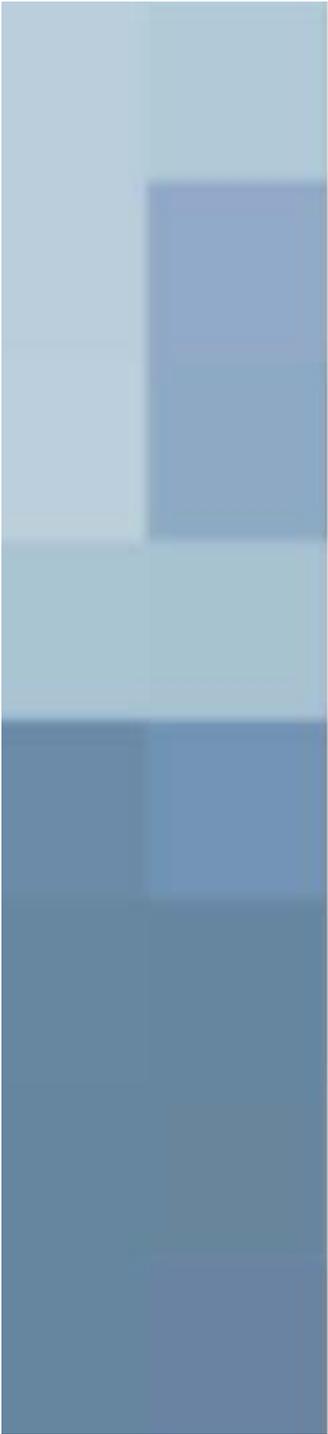
# Intent Versus Impact

- Intent is not relevant
- Impact is what is measured
- “I did not mean anything by it” is not a valid defense
- It was just a joke



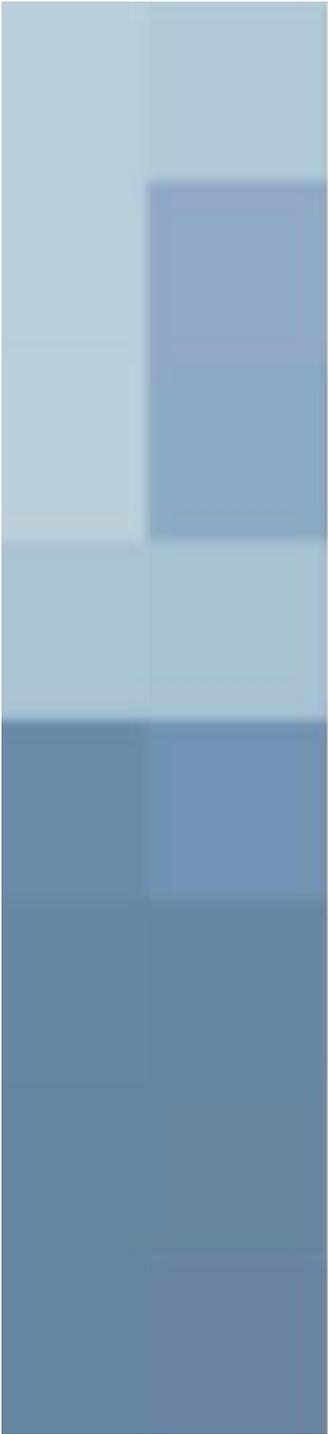
# Employee Responsibility

- Ask the offender to stop if comfortable doing so
- Report concerns to a supervisor or to Human Resources
- Know where to find the workplace and sexual harassment policies



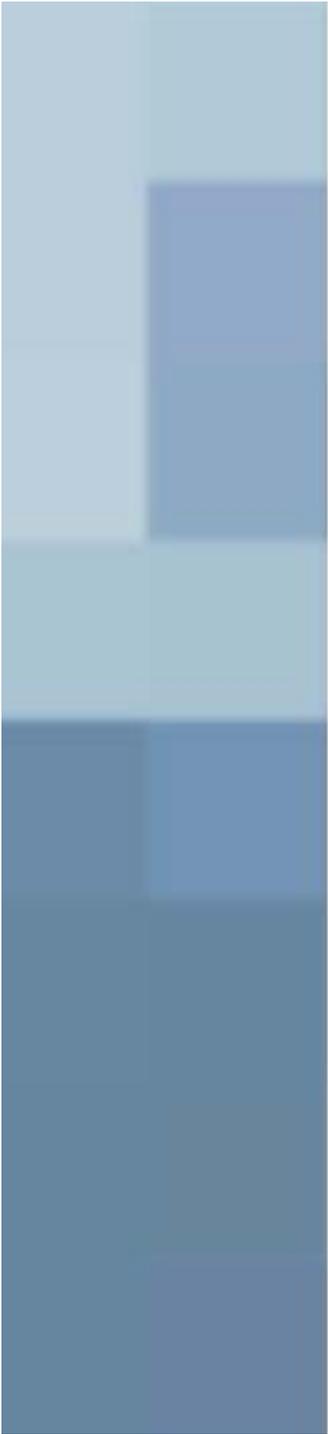
# Employee Responsibility

- **Employees should:**
  - Understand that if a complaint or mention of harassment is brought to any member of management that the complaint will be investigated
  - Know the matter will be kept as confidential as practicable
  - Feel confident there will be no retaliation against them if they report a complaint. It is illegal.



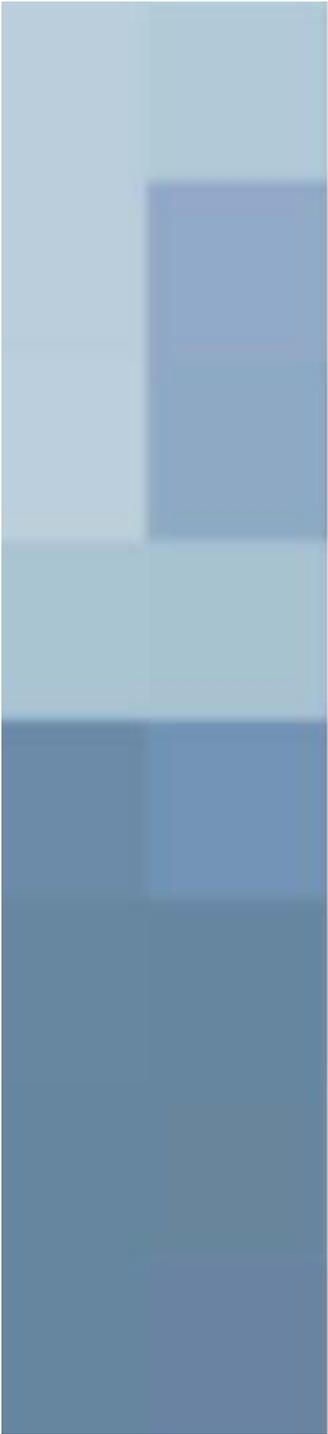
# Town Of Bethlehem Responsibility

- Take every complaint seriously
- Investigate all cases of harassment quickly and confidentially
- Emphasize that retaliation against a person for lodging a complaint is illegal



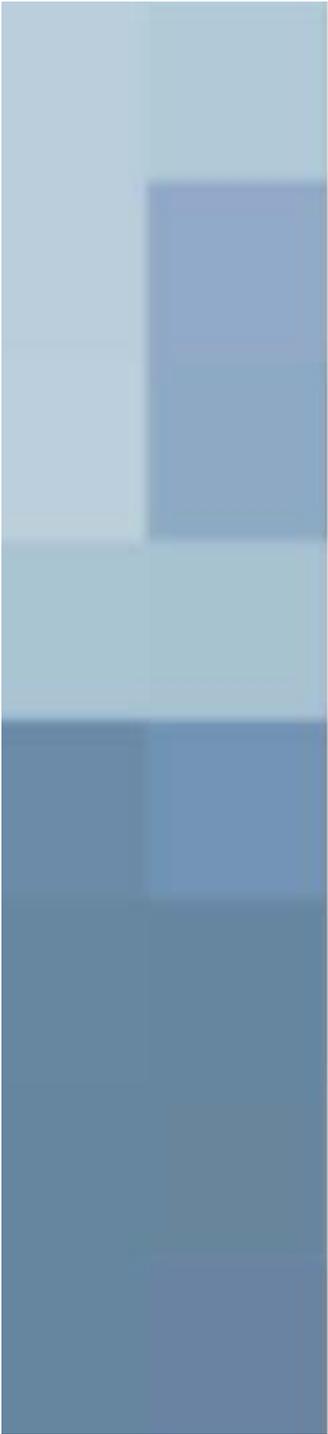
# Town Of Bethlehem Responsibility

- Inform both parties of outcome of investigation
- Dispense corrective action as appropriate and according to policy



# Key Points to Remember

- Workplace violence can take many forms and has numerous causes.
- Keep alert to signs of potential violence and take immediate action when you recognize them.
- Make sure to follow security procedures and encourage co-workers to do likewise.



# Key Points to Remember

- Harassment is a behavior and a choice
- Harassment is a matter of great disrespect
- It is your responsibility to help ensure team members know the rules, make good choices and respect each other

Questions?

