


# A POWERFUL DIFFERENCE

## Workplace Violence Prevention Training

According to workplace violence research from the Society for Human Resource Management (SHRM) 1 out of 7 Americans do not feel safe at work.\* **Training changes that.** Awareness and recognition of warning signs can mean the difference between a violent incident (or not), survival (or not), and lasting psychological trauma (or not).

### TRAINED VS. UNTRAINED EMPLOYEES

	 <b>TRAINED EMPLOYEES</b>	 <b>UNTRAINED EMPLOYEES</b>
 <b>AWARENESS AND PREVENTION</b>	<p><b>Primes a bias toward action. “If you see or sense something...SAY something.”</b></p> <ul style="list-style-type: none"> <li>Concerning behaviors recognized.</li> <li>Action taken...concerns brought forward.</li> <li>Motivates cohesiveness. Team members look out for each other.</li> <li>Early prevention opportunities possible.</li> </ul>	<p><b>Perpetuates a lack of awareness. Warning signs missed all together.</b></p> <ul style="list-style-type: none"> <li>Concerning behaviors witnessed but not recognized as potentially dangerous.</li> <li>No action taken.</li> <li>Unified approach to prevention not developed - lack of focus on others.</li> <li>Early prevention opportunities missed.</li> </ul>
 <b>EXTREME VIOLENCE RESPONSE</b>	<p><b>Plan reflects knowing what to do, and when and how to do it.</b></p> <ul style="list-style-type: none"> <li>Survival Mindset (<i>I am determined to survive!</i>) and Learned Optimism (<i>I can survive!</i>).</li> <li>Persistence in the face of adversity.</li> <li>“Mental Permission” to take decisive action: RUN (GET OUT), HIDE (GET SAFE), FIGHT (GET TOUGH)</li> <li>Team approach to survival is enhanced.</li> </ul>	<p><b>No plan leads to the wrong plan.</b></p> <ul style="list-style-type: none"> <li>Disbelief, panic, sense of helplessness.</li> <li>Prone to give up more easily.</li> <li>People become overwhelmed, often freeze in fear.</li> <li>Individuals may take risky, self-protective measures that place others at risk.</li> </ul>
 <b>LONG-TERM IMPACT</b>	<p><b>Post-event recovery significantly enhanced.</b></p> <ul style="list-style-type: none"> <li>Individuals more resilient, better able to bounce back from stressful situations.</li> <li>Potential damage to organizational brand and reputation significantly minimized.</li> <li>Duty of care obligation and mandate met.</li> </ul>	<p><b>Post-event recovery can be long and painful.</b></p> <ul style="list-style-type: none"> <li>Individuals susceptible to toxic stress, having difficulty recovering from stressful situations.</li> <li>Substantial risk to organizational brand and reputation.</li> <li>Duty of care obligation and mandate not met.</li> </ul>

\*SHRM 2019

Infographic courtesy of Media Partners, provider of Getting Real About Workplace Violence. This powerful eLearning covers all aspects of workplace violence awareness, recognition, and response while teaching and enabling organizations to measure key workplace violence prevention behaviors.