

# WORKPLACE VIOLENCE CONTINUUM

PROACTIVE	PREVENTION/PLANNING	REACTIVE		EMERGENCY	RESPONSE
RISK REDUCTION	TROUBLED EMPLOYEE	TROUBLING SITUATION	IMMINENT DANGER	VIOLENCE (30-Min. Response Window)	BUSINESS CONTINUITY
<ul style="list-style-type: none"> <li>•Supervisor and manager training:</li> <li>-Recognize behavioral indicators</li> <li>-Defusing hostile situations (de-escalation techniques)</li> <li>• Facility security risk assessments</li> <li>- Facility security plan</li> <li>-Access Control</li> </ul> <p>Anticipated responders: Human Resources, Employee Assistance Program (EAP), Supervisors and Managers, Family, Site Management, Corporate Security</p>	<ul style="list-style-type: none"> <li>•An employee is showing signs of trouble that affect the workplace:</li> <li>-Take indicators of intimidation, threats, and paranoia seriously</li> <li>-Screen for risks</li> <li>-Psychological/medical evaluation/treatment</li> <li>-Minimize stressors</li> </ul> <p>Anticipated responders: Human Resources, Site Management, EAP</p>	<ul style="list-style-type: none"> <li>•If an employee reacting to an employment action has made a threat:</li> <li>-Talk to the employee</li> <li>-Identify witnesses and confirm extent of threat</li> <li>-Assess the severity and credibility of the threat</li> </ul> <p>Anticipated responders: Human Resources, Site Management, EAP, Corporate Security, Local police.</p>	<ul style="list-style-type: none"> <li>•If someone is on site with a weapon and threatening</li> <li>- Stay calm</li> <li>- Make notifications</li> <li>- Warn targeted victims</li> <li>- Identify witnesses</li> </ul> <p>Anticipated responders Site Management, Local Police</p>	<ul style="list-style-type: none"> <li>•If a violent incident has occurred; people are hurt; perpetrator may be on site:</li> <li>-Call police and stay on the line providing information as long as safety permits</li> <li>-Provide maps for police and identify hazardous areas</li> <li>-Provide evacuation protocol and method for ensuring complete evacuation</li> </ul> <p>Anticipated responders: Local Police, Site Management</p>	<ul style="list-style-type: none"> <li>•Trauma counseling</li> <li>•Grief counseling</li> <li>•Scene/site clean-up</li> <li>•Return-to-work plan</li> </ul> <p>Anticipated responders: Human Resources, Site Management, EAP</p>

This is just a sampling of likely stages, elements and responses to workplace violence events. Contact the Security Executive Council at [contact@secleader.com](mailto:contact@secleader.com) for information about the full continuum; or for questions about building a holistic workplace violence program.