

Work Place Violence Hurts us ALL!

**Does your company have a policy on
Work Place Violence?**



**Do you know what it is?
Do you need one?
Let's find out!!!**

Take this simple questionnaire:

Question	Yes	No
1. Are money/valuables/drugs kept at the workplace?		
2. Are violent situations fairly frequent?		
3. Are people affected by alcohol or other drugs?		
4. Are people or patients sick or disturbed?		
5. Are customers likely to be angry or disgruntled?		
6. Are staff relationships stressed or tense?		
7. Are certain employees likely to become violent?		
8. Does staff have to work alone or at night?		
9. Does inexperienced staff deal with customers?		
10. Are employees bored, stressed, unhappy at work?		
11. Are employer/employee relationships strained?		
12. Have your staff been trained to diffuse violence?		
13. Does staff have interpersonal skills training and is it kept recurrent?		
14. Are there safe procedures for violent situations?		
15. Does your company have a employee violence management plan?		
16. Have your staff been trained in the employee violence management plan?		
17. Does staff understand the employee violence management plan?		
18. Are your staff trained to report violent incidents?		
19. Does the employee violence management plan cover identification, assessment and control?		
20. Is the plan reviewed after each violent situation?		

For questions 1-11 NO = 1 point. For questions 12-20 YES = 1 point.

The score is out of 20. If you got less then 20 you need our services.



Before you make the call
Let's examine a few things that will help you
make an informed decision.

Is there specific workplace violence prevention legislation?

Most Canadian jurisdictions have a "general duty provision" in their **Occupational Health & Safety Legislation**, which requires employers to take all reasonable precautions to protect the health and safety of employees.

British Columbia and Saskatchewan have specific workplace violence prevention regulations. Nova Scotia has draft workplace violence regulations. Manitoba has the "*Workers Working Alone Regulation*" which applies to **victimization through criminal violence**. *Other provinces also have working alone regulations that may have some implications for workplace violence.*

What is workplace violence?

The *workplace* is any place a worker performs a job, such as an office, hospital, parking lot, private residence or public building. **Violence** is defined as *any act of aggression that causes physical or emotional harm, such as physical assault, rape, verbal abuse, threats (including bomb scares) and even sexual harassment*. Types of assaults include pinching, biting, hitting, grabbing, kicking or being struck by a weapon. Almost any object can be used as a weapon.

Workplace violence often captures attention only when a death occurs. But fatalities are only the tip of the iceberg. Threats and assaults that cause injuries occur much more frequently and may escalate into murder. **Even the fear of assault or witnessing an assault on a co-worker can seriously affect a worker's health.**

How often does workplace violence occur?

According to the U.S. Department of Labour, murder was the second leading cause of death in the workplace in 1996, accounting for 15% of all workplace deaths. Although the press focuses on the "**crazy worker-type violence**," where a worker kills his supervisor or co-workers, violence among co-workers occurs very infrequently compared to other types of workplace violence. Since 1992, violence among co-workers has averaged only about 6% of all work-related homicides. The rest are the result of robberies or other crimes.

According to the U.S. Department of Justice, each year nearly one million individuals become victims of violent crime while working or on duty. Eight percent of all rapes, 7% of all robberies, and 16% of all assaults occur at work. Workplace violence accounts for 16% of the more than 6.5 million acts of violence experienced by individuals over the age of 12.

Statistics, however, do not reflect the "true" rate of workplace violence.

- Incidents of workplace violence often are not reported.
- Employers may not encourage employees to report assaults or threats.
- Workers may not report an assault out of fear they will be blamed for it and disciplined by management.
- *Workers also may blame themselves for being assaulted.*

What types of workers are most affected by workplace violence?

Workplace violence was the leading cause of death for retail and service workers such as security guards, police officers, taxi drivers, customer service reps and cashiers. Almost two-thirds of non-fatal assaults occurred in service industries, including:

1. *Hotels*
2. *Bars and Night Clubs*
3. *Banks*
4. *Nursing homes and hospitals*
5. *Establishments providing home health care and other social services like halfway houses.*

Health care workers, especially those in mental health institutions, suffer the highest number of non-fatal workplace violence incidences.

Are you at risk?

Did you get 20 out of 20 on the survey??? Then you answered your own question.

My initial research into workplace violence raised more questions than it provided answers for. You know why? Because most everyone already knows something about Workplace Violence. You would think that such knowledge would help me explain why a program on Managing Workplace Violence would be so important and vital to the reduced liability of any company, but the opposite is true!



Because most corporations don't want to acknowledge that there is a potential for violence in their workplace. They can't see **the point** to spending money on something that has not happened. It's like people who say "why should I rust proof my car?" They don't see a need until it is too late and the rust has **become a problem**. At that point it costs much more to fix than to prevent.

An ounce of prevention is worth a pound of cure

In this case, it is worth a fortune in savings from liability claims. So listen up for once you appreciate the value of such a program, you'll see why the small investment in training staff will return a greater reward. So Look: here's your opportunity to move way ahead of the crowd and never again rely on second hand information, old practices or the rest of that garbage. Now you can be one of the elite few companies who proactively protect their employee's with training that really works!

You can do nothing or move in a new direction...

So as you think about it that way, again, the choice is yours, Now!

More Reasons To Train Your Staff Today!!

These thoughts could make a difference in your decision:

1. Without question the number of violent incidences is raising in the media daily. No place is truly safe.
2. With this program, the level of awareness of violence and it's causes in the workplace will increase. That increased awareness in itself acts as a prevention.
3. I don't need to explain that the cost of training staff is extremely low compared to a pricey lawsuit and negative media exposure.
4. Here is another important point: *The wave of de-institutionalization that closed many mental health facilities has led to overcrowding in the remaining facilities and has created an enormous homeless population. Some of these patients may have a history of violence. People who need the structure and supervision of an institution are now crowding our homeless shelters, unemployment offices, emergency rooms and outpatient health clinics. Many of them wander the streets daily and interact with your staff.*
5. Finally consider all the positive aspects of having a program in place. I don't know exactly what your employee's will think about the decision by management to improve their quality of life in the workplace by offering them training in the recognition and prevention of violence, but I can tell you that many people whom I have personally trained have used the skills within days of learning them and felt that it was the most significant course they had been on.

What you should do before you ...?

Look for your polices on workplace violence and see if they meet today's standards. Investigate when they were put together and if they truly meet the needs of your employees.
Look for other programs on workplace violence and see what they can offer you then,...

Call us now and learn more about our program

So look: I've been ranting here, shooting from the heart and the hip and it's really time to wrap this up.

So as you think of the adventure of success, power and new skills just waiting for you to uncover them in our Managing Workplace Violence Workshop, and you contemplate the breakthroughs and joys of being truly free from the little things that lead to violence in the workplace, won't it feel great to PICK UP THE PHONE and CALL RIGHT NOW to register with **Mike Terry** of Life Safety Specialists Training Group. He or **Dr. Kevin Vandeyck, T.C.M.D, Ph.D**, is waiting to sign you up and start you on your Managing Workplace Violence Workshop adventure, today. The magic digits to success are:

Mike Terry	Dr. Kevin Vandeyck
647-408-4067	416-846-9858
mike_terry@lsstg.com	kevin_vandeyck@lsstg.com

In case you are still foolishly sitting on the fence about your decision to SIGN UP RIGHT NOW, TODAY...

Here is a testimonial from someone who attended the [Managing Workplace Violence Workshop](#), so you can get a good feel for the seminar experience;

Hello, my name is Raymond.

I have worked in the hospitality industry since 9/2002 and struggled mightily with the constant influx of potentially violent people in my workplace. I have taken various seminars on dealing with customers who complain and how to handle irate people but none of it seemed to offer reasons for why these people acted the way they did. I just couldn't understand why someone would want to be violent when I was not being violent towards them. Some of my co-workers told me that I brought it on myself because I looked weak, but that made no sense to me. This problems spilled over into my personal life and it became a very long road of constant doubts, painful setbacks, self-destructive procrastination, errors and very, very slow growth. I lacked the confidence to reach out to more seasoned and experienced people and seek help.

In September 2005, I took the Advanced Communications Tactics Program with my work conducted by Dr. Vandeyck, and it changed my view of how communications could affect people. In 16 short hours, he had given me a new model of how to look at communications. In October 2005 I personally paid for and attended the Managing Workplace Violence Workshop, again taught by Dr. Vandeyck and it brought me to a newer understanding of how the proper attitudes and principles of dealing with violence could work for me. His detailed explanations and willingness to answer all my questions made for a great teaching environment. He gave a model that was easier to understand and was far more practical for application in the field than most of the other seminars I had been on before. Yes, I was no longer afraid of going to work and who I might encounter.

At the end of each day of teaching, I felt completely exhausted to my entire core. This indicated how deeply the change was taking affect. I was being neutralized from my old beliefs, where those old routes had been traumatically destroyed, and where new and vastly different passages could be designed in great detail unlike 32 hours before hand. Wow! The two programs A.C.T. and Managing Workplace Violence blended together like peanut butter and jelly, making a new mixture in my mind that took me to a new level of awareness and new possibilities. After the seminar, I went to a bar before I headed for home. There was a guy staring at me over the bar, that normally would have had me running for the hills, but I remembered something Dr. Vandeyck had said during the program. "What you see in their face is not necessarily what they are thinking in their heads." So I looked back, and said "Hello." I spoke to him for over 3 hours and we've become good friends. I asked him what he was initially thinking when he was staring at me, and he said, he had not noticed me until I spoke, that he was just reviewing through his day.

I have noticed with each interaction that my intent was very strong and hardly any fear creeps in. And each encounter and potential conflict was easier and less stressful than the previous one.

During the drive home, I was stunned, because everything seemed so surreal. Was that really me exhibiting no fear? What happened so fast that caused such an abrupt change in little more than a day?

For that technique only, this was an excellent choice to attend the training. This enabled me to get past a hurdle. This really stood front and center for me.

Thanks Dr. Vandeyck and Erin Lynch. I took a great deal of understanding from you folks. It was an honour!

Thank you all again. Raymond

Managing Workplace Violence

Workplace violence is a pervasive and deadly phenomenon that could strike anywhere and at any time.

This workshop provides the awareness you need.

Managing Workplace Violence is an 8 hour (1 day) workshop designed to instill awareness of the deadly phenomenon of workplace violence. Furthermore, it provides participants with the tools necessary to assess acts or threats of violence and to deal with them appropriately thereby preventing violence from occurring. The course has fulfilled the training requirements for a number of Federal, Provincial and Local agencies of government as well as organizations in the private sector.

This workshop does something that cannot be accomplished by canned videos, CD's or other computer-based training systems.

It answers the tough "what if" questions posed by your employees. The questions and concerns of YOUR managers, supervisors and FRONT LINE STAFF will be answered by the instructor, an experienced crisis communicator. Remember, this instruction is designed for the educational benefit of your front line staff - the people who will be your first line of defense against workplace violence. If their questions go unanswered, a weak link is created. Employers who are not willing to compromise quality and substance have chosen our Managing Workplace Violence program for their staff.

Your first line of defense is awareness of the subject.

By the end of the workshop, attendees will be able to establish or enhance violence prevention efforts in their organizations. They will also be able to identify and eliminate organizational risk factors which have contributed to violence in other organizations. In doing so, employee safety awareness is increased and organizational liability can be significantly reduced.

The Emphasis of This Workshop Is The Prevention of Workplace Violence.

The course of study was carefully crafted to convey to the attendee behaviours and conditions that have led to violence in other situations and how to take affirmative steps to avoid them. An in-depth discussion of the mindset of a person in crisis will further assist attendees in recognizing some of the warning signs of impending violence. Basic defusing techniques provide attendees with the tools necessary to prevent, or deal with, a violent verbal confrontation.

What students will learn!!!

Stages in the Development of Crisis
Conflict Approach Principles
Paraverbals
Vocal Factors
Verbal Escalation Continuum
Precipitating Factors
Things Professionals Should Never Say
Behavioural Levels
Active Listening Skills
Proxemics & Kinesics
Strategies for Conflict Prevention
Cues That Indicate a Potential Attack
Handling Emotional Disturbed People
Excited Delirium
Positional Asphyxia
Using Communication Skills
Rapport
Rapport Building
How Much Rapport?
Personal Safety Reminders

Why Conduct Training At Your Facility?

1. SAVINGS.

Since training is at your site, you eliminate travel and lodging expenses for your staff. The more employees we train, the less it costs per employee.

2. TAILORED TO YOU.

Your organizational policies and procedures can be incorporated into the lesson plan.

3. SCHEDULING FLEXIBILITY.

Training is conducted on your schedule on the dates and times most convenient to you.

4. QUESTIONS ARE ANSWERED.

Workplace violence is a complex subject. Even the most competent in-house training professionals cannot be expected to be knowledgeable on all aspects of workplace violence. Our instructor has 15 years of law enforcement experience with concentrations in crisis communication and problem resolution. He has conducted original research on workplace violence and is able to answer your employee's questions from his own personal experience. He is also a trained therapist and works in the field of mental health.

5. DOCUMENTATION.

All Managing Workplace Violence participants receive certificates of completion so you can document training as you see fit.

Call Today

Mike Terry

647-408-4067

Dr. Kevin Vandeyck

416-846-9858