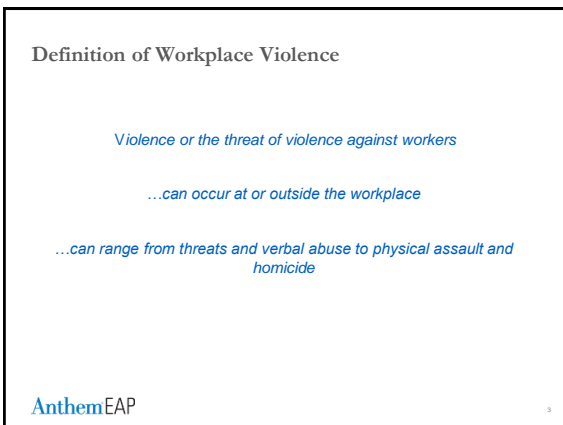




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U.S. Statistics on Workplace Violence

- Workplace shootings account for roughly 10% of all work-related deaths each year
- On an average working day, three people will be murdered on the job
- Homicides are now the second highest cause of work-related deaths
- The average retail employee is more likely to be fatally shot by a co-worker than a construction worker is to fall to his death or be killed by operating heavy equipment.

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Know the Warning Signs

Beware of employees who:

- Use intimidation, harass, bully, display aggressive behaviors
- Talk about or carry weapons
- Exhibit paranoid or antisocial behavior
- Feel they're not being heard by the company
- Exhibit extreme signs of personal desperation
- Obsess about their problems
- Are loners and don't fit in with the group
- Seem like their anxiety is getting more frequent or more extreme in nature

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More Warning Signs

Employees who...

- Yell, slam doors
- Are inflexible and controlling
- Take no responsibility for their actions
- Blame others for their mistakes
- Have many conflicts with customers, co-workers or supervisors
- Become fixated on an idea and/or an individual
- Have a history of violence
- Suddenly behave in ways that are out of character and extreme

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Physical Warning Signs

- Perspiration and red face
- Clenched jaw or opening and closing fists
- Talking while standing too close to you
- Raised voice
- Rapid breathing
- Staring
- Pacing

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How to Respond

- Do not overreact
- Do not ignore a situation
- If you see something, say something to your managers
- Managers should discuss situations with trained supervisors to determine how best to handle
- All employees should know what to do if a tense situation should start to escalate
 - Who to go to
 - Phone numbers
 - Additional resources

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What You Can Do

If confronted by a very angry employee or potentially violent situation:

- Do not respond with anger
- Talk to a supervisor, manager or HR rep
- Talk softly and gently
- Use reflective listening
- Empathize
- Talk about EAP
- Document in detail
- Have a safety plan

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Cost of Workplace Violence

The estimated cost of workplace violence to U.S. businesses is \$36 billion per year:

- Medical and psychiatric care
- Loss of business and productivity
- Repairs and cleanup
- Higher insurance rates
- Increased security costs
- Loss of valued employees




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Summary

- Workplace violence must be treated with zero tolerance
- No one should ever feel subjected to intimidation, fear or humiliation in the workplace
- Be proactive – have a workplace violence plan
- Take action immediately when a threat is suspected
- Review EAP Resources



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How Your EAP Can Help...

- Face-to-face counseling sessions
- Legal/Financial consultations
- Child/Eldercare Resources
- Daily life resources
- ID theft recovery
- myStrength- mobile/online toolkit for the mind
- Let's Talk Depression- a multi-resource toolkit for support and education on depression
- Free credit monitoring
- Comprehensive website
 - Resources
 - Self assessments
 - Live-connect feature
 - Health/wellness library
 - Legal forms

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