



## Workplace Violence Training

Prepared by  
Sgt. Gibbs, Thomas B. 82-11

# Community Partnerships

---

- ◎ **Collaborative partnerships between the law enforcement agency and the individuals and organizations they serve to develop solutions to problems and increase trust in police.**
- ◎ **In order for law enforcement agencies to be effective they have to work hand in hand with the communities they serve.**

---

In any moment of decision, the best thing you can do is the right thing, the next best thing is the wrong thing, and the worst thing you can do is nothing.

*Theodore Roosevelt*

---

# Aggressive Individuals

---

✧ Verbal-psychological aggression

✧ Physical Aggression

**TYPES OF AGGRESSION**

# Sources of Workplace Violence

---

- √ Violence by co-workers
- √ Violence by customers
- √ Violence by strangers
- √ Violence by personal relationships

# Indicators of Violent Behavior

---

- People don't often "snap", but exhibit indicators of violent behavior over time.
- Potentially violent behaviors may include one or more of the following.

*The following is not an all inclusive list and not meant as a means of diagnosing violent tendencies.*

# Indicators

---

- Explosive outbursts of anger or rage without provocation
- Suicidal
- Paranoid behavior or statements
- Domestic problems
- Financial problems
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms or other dangerous weapons



# Indicators

---

- Increased use of Alcohol and/or illegal drugs
- Unexplained increase in absenteeism
- Noticeable decrease in the attention of appearance and hygiene
- Depression/withdrawn
- Noticeably unstable, emotional responses
- Increased severe mood swings
- Stress....the inability to cope

---

# ENCOUNTERING AN AGGRESSIVE PERSON

# Remain Calm

---

- ✓ **The agitated person you are dealing with is losing control.**
- ✓ **Remain calm and keep your cool, even when challenged, insulted or threatened.**
- ✓ **If you loose control and start yelling back, the situation is likely to escalate.**

# Remove the audience

---

- ❖ If the agitated person has company, they tend to be cheerleaders encouraging the individual.
- ❖ If the commotion attracts attention and people swarm, they may feel backed into a corner
- ❖ Try to relocate to a more private setting. You can be more effective.
- ❖ **SAFETY, SAFETY, SAFETY** – Do only if safe to do so

- \* **Take time to listen to what the person is saying in words and body language.**

---

- \* **Paraphrasing—Could paraphrase content or meaning of what they are saying**
- \* **Use open ended questions**
- \* **Allow them to vent without interruption**

**Use Active/Reflective  
Communication**

# USE SILENCE

- **Silence on your part allows the individual to clarify and restate their message.**
- **This often leads to a clearer understanding of what they are trying to communicate.**

# Watch Your Body Language

---

- Be aware of your space, posture, and gestures.
- Make sure your nonverbal behavior is consistent with your verbal message

- 
- \* **Speak slowly, softly & clearly.**
  - \* **Be clear and direct in your message**
  - \* **Avoid jargon and complex options.**
  - \* **If possible provide simple options for them to choose from**

**Keep it Simple**



# Watch your Paraverbals

---

- ① **Any two identical statements can have completely different meanings, depending on the tone, volume, and cadence of your voice is altered.**
- ② **Make sure the words you use is consistent with voice inflection and avoid a double message.**

# Surprise/Deflection

- **Confuse the verbal attacker long enough to use other techniques, and get the attacker to start responding to you when you use unexpected, surprising and novel statements and questions. When you do this, it causes the attacker to stop and think. Usually that means that they stop talking or ranting long enough for you to gain control.**

# Example

## CUSTOMER

---

- Stick it where the sun don't shine

## REPLY

---

- I would love to help you with that request, but my boss and my wife already occupy that space and I don't think there is enough room.

# When to call 911

---

- Each situation is unique and not every tactic will work in all situations.
- Not every situation requires law enforcement intervention.
- Use your own “Spidey Senses”
  - Trust your instincts—if it feels bad it probably is bad. If you feel it is heading downhill call*
- Things have escalated to physical confrontation or property damage.

# QUESTIONS

---

