TIP SHEET

Recommended Action Plan to Prevent Workplace Violence

The good news is that organizations can minimize these risks and prevent many workplace violence incidents by planning ahead. Workplace violence prevention programs will vary depending on the company's needs, but the four primary elements include: a policy, reporting channels, a threat management team, and training. While having all four elements is considered best practice, even implementing some of these steps, or scaling them up or down to fit your organization's particular size and needs, is helpful.

1

Robust workplace violence policy.

A workplace violence policy is the foundation of prevention efforts. A policy should be tailored to the specific organization, outline prohibited behaviors (from verbal threats to physical violence), encourage early reporting of warning signs, direct employees to reporting channels, and share how reports will be handled.

- TIP: Before finalizing, have a multidisciplinary team review the policy (including HR, legal, security/facilities, etc.) to gather input and buy-in from key stakeholders.

2

Reporting system for concerns, threats, or incidents.

Early reporting of threats and concerning behavior is critical for preventing harm. Multiple reporting channels are recommended (e.g., a manager, someone in HR or security, a hotline/incident reporting platform) to ensure at least one channel is always available.

- TIP: Designate at least one person to receive and monitor alerts from reporting channels and at least one backup person, so gaps aren't created by employee turnover, travel, or leave.

3

Threat management team to review and respond to concerns.

Threat management teams are important for both prevention and response. They bring together representatives from across the organization who can identify and prepare for potential threats, as well as investigate and respond to concerns as they arise.

- TIP: Convene regular team meetings to proactively review security measures and do tabletop exercises to practice how your organization would respond to an incident using events from the news.

4 Workplace violence prevention training for all employees.

Training is critical for equipping employees with the knowledge they need to proactively spot the warning signs of violence and the skills to keep themselves and others safe. Focusing on prevention with role-appropriate tactics—from reporting to de-escalation of threats—can help employees be mindful, not fearful.

- TIP: Do not solely focus on one type of violent scenario ("active shooter"), as the majority of workplace violence incidents involve other types of violence such as physical assault and threatening behavior.

Deploy to ALL managers and employees
- Onboarding
- Annually recommended

Prevention lens
- Not just about response
- Everyone has a role

Focus on warning signs
- Act before things escalate

Role-appropriate tactics
- Report
- De-escalate

Staying safe during an incident
- Getting help
- Run, hide, fight

After an incident
- Caring for self and others

Training helps employees be mindful, not fearful.