

Human Resources

Workplace Violence Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: What is Workplace harassment?

- How to Identify
- Costs to your business

Module Three: Identifying The Bully

- Abusive Workplace Behaviors
- Bullying and Personality Disorders
- Narcissism

Module Four: How to Handle Workplace Violence

- Types of Behavior
- Target the Behavior, Not the Person
- Implement an Action Plan

Module Five: Risk Assessment (I)

- Understanding Anger and Aggression
- Defusing & De-escalating Strategies
- Communication Skills
- Tactical Options

Module Six: Risk Assessment (II)

- Identifying the Hazard
- Assessing the Risk
- Controlling the Risk
- Evaluating & Review

Module Seven: Being the Victim

- What Is Not Considered Bullying
- Steps to take

Module Eight: Checklist for Employers

- 4 Step Process
- Addressing all Employees
- Code of Ethics
- Policy and Procedures

Module Nine: Interview Process

- Identify a Bully in the Interview Process
- Warning Signs
- Role Play
- Case Study

Module Ten: Investigation Process

- Advising your Supervisor
- Lodging the Complaint
- Initial Response
- The Investigation
- The Findings
- Review & Closure

Module Eleven: Developing a Workplace Harassment Policy

- Scope
- Philosophy
- Principles
- Intent
- Options
- Informal Complaint Process
- Formal Investigation process

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations