

De-escalating Anger and Preventing Workplace Violence

Half Day Workshop



Workplace aggression and violence has become a growing concern over the last few years. According to the Bureau of Justice Statistics, an estimated 1.7 million workers are injured each year during workplace assaults; in addition, violent workplace incidents account for 18% of all violent crime in the United States.

Good safety and security policies and procedures are important, but anger de-escalation skills are vital, in many cases, to preventing violence.

This program provides insight and training in how to effectively engage an angry person and gain their cooperation without resorting to threats or force.

Program Content...

- The 4 types of workplace violence, and how they differ
(This program will focus on "Type 3": Violence against coworkers, supervisors, or managers by a present or former employee.)
- 8 Myths about workplace violence
"Profiling" an aggressive employee
The myth of mental illness
(And 6 more)

Program Content...(continued)

- 3 Workplace conditions that pre-dispose it to violence
Workplace culture is more important than employee temperament
- 4 elements of an effective anti-bullying policy
Bullying is aggression, and creates a toxic culture that can spawn violence.
- 8 behavioral factors common to perpetrators of violence
Attribution style, social patterns and 6 more...

De-escalating an angry situation...

- When someone is in your face...
Managing your stress physiology
Fight, Flight or Freeze; the "Fatal 3 'F's"
knowing your own hot buttons
getting a personal "trigger phrase"
- The 6 stages of anger
What makes them different?
special cautions
a checklist for assessing a threat
- 8 things NEVER to say to an angry person
Specific commonly used reactions that always escalate anger: demands, contradictions and corrections, euphemisms, etc.
- The L.E.A.R.N. technique for engaging an angry person
counterintuitive empathy and de-escalation
the 8 benefits of paraphrase
"verbal karate" vs "verbal judo"
- VIDEO analysis...
"What went wrong in this confrontation?"
Attendees will collaborate on developing responses that may have prevented the violence recorded in the video.

This program is an interactive half-day workshop. Participants receive a workbook and will engage in role-play and group problem-solving.