

Workplace Violence

Transit agencies have a responsibility to maintain a safe environment for transit workers and transit customers. Unfortunately, violence is an all too common reality of today's workplace. The best way to maintain a violence-free workplace is to teach employees to be aware of danger signs. When a violent incident has occurred, a common regret is that warning signs weren't noticed or were even ignored. *Workplace Violence* discusses the importance of identifying and acknowledging warning signs. Because operators work closely with the public and risk being assaulted or robbed, it is important that they understand techniques to deal with threatening customers and to keep confrontations from escalating. Employees should understand how to perform daily tasks with safety in mind—and how to take avoidance actions in dangerous situations.

Audience

New and veteran operators will benefit from *Workplace Violence*. Supervisors and management personnel are encouraged to attend this course to gain a better understanding of the operator's environment.

Program Topics

Major Topics include:

- Awareness of violence in the workplace;
- Identifying verbal threats;
- How to deal with physical threats;
- Preventing workplace violence;
- Anger management;
- Procedures for reporting suspicious behavior; and
- De-escalating a violent situation.

Program Objectives

Workplace Violence will enable operators to:

- Define workplace violence;
- Identify classes of workplace violence;
- Understand some of the warning signs that generally occur before a violent attack;
- Explain the procedure to follow if a co-worker exhibiting warning signs;
- Explain why warning signs should be taken seriously;
- Identify five ways to de-escalate a situation; and
- Describe ways to control anger.

Meets Requirements

The *Workplace Violence* course satisfies general requirements for providing workplace violence safety training.