

# **Risky Business**

Managing Employee Violence in the  
Workplace

**Lynne Falkin McClure**



# Risky Business Managing Employee Violence In The Workplace

**William Winston, Lynne F McClure**



## **Risky Business Managing Employee Violence In The Workplace:**

**Risky Business** William Winston, Lynne F McClure, 2014-06-03 Risky Business tells in plain language the specific behaviors that indicate an employee has the potential to become violent and it tells managers what to do and what not to do to prevent workplace violence Author Lynne Falkin McClure describes in clear detail the eight major categories of behavioral clues to violence and includes anecdotes from work settings to help managers and others identify potentially violent employees Most importantly she emphasizes the precautions and steps managers must take when they see these clues in an employee s behavior and how to create and maintain a work environment that is likely to protect everyone Including the hiring appraisal training process Risky Business focuses on system wide ongoing prevention steps organizations can take to protect everyone in the workplace The book points out for readers informal organizational policies that unwittingly encourage potentially dangerous behaviors in employees and then offers alternative policies that create and maintain a safer environment Managers members of personnel and public relations representatives learn how to deal effectively with the fears of workers and customers should a violent event occur that affects the company s morale and image However readers are certain to gain the skills and foresight necessary to avert disaster before it strikes Lynne Falkin McClure PhD is a management consultant workshop designer facilitator and public speaker in Tempe Arizona President of McClure Associates Management Consultants Inc since 1980 she specializes in work relationships and conducts inhouse workshops for corporations and government agencies Through The McClure Institute in Tempe she offers intensive 5 day courses for executives directors and managers as well as for EAP specialists and mental health professionals on how to identify and prevent potential workplace violence Dr McClure has been a guest on several national shows including appearances on Maury Povich Between the Lines Associated Press Broadcast News Good Day Atlanta Market Talk KWHY TV America s first all financial station and Wireless Flash San Diego

*Employee Assistance Services in the New South Africa* R. Paul Maiden, 1999 Employee Assistance Services in the New South Africa discusses the immense changes in employee assistance programs EAP in South Africa since the end of Apartheid in the early 1990s EAP professionals and social workers will gain insight into the challenges of developing new programs in South Africa as this informative book explores solutions and answers for overcoming new challenges of implementing EAP programs in various industries Employee Assistance Services in the New South Africa provides you with strategies and methods to introduce diversity and new management techniques through EAPs for a now globally active South Africa Giving you insight into the challenges of finding a niche in the global business arena this informative book contains interviews and real life examples of how EAPs are working to solve problems in the workplace Employee Assistance Services in the New South Africa examines several benefits that EAPs can offer in order to improve company environments and work ethics including discussing mental health issues with occupational social workers such as depression and posttraumatic stress in order to improve worker performance creating and managing

diversity in EAP programs to gain a competitive advantage in the global marketplace helping workers and organizations cope with downsizing dealing with increased social problems such as drug use that can eventually infiltrate the workplace achieving the goals of maintaining employee physical and mental health productivity and life management and knowledge skills Discussing results of successful EAPs this important book will give you several reasons for justifying the existence of these programs in tough economic times and provides you with methods to help you promote EAP services to smaller businesses and to several different types of industries Employee Assistance Services in the New South Africa will help you locate a market where EAPs are needed and help workers with various social problems resulting in a satisfied workplace with increased productivity and performance **The Workplace Violence Prevention Handbook** Don Philpott, 2019-08-06

Workplace violence can occur anywhere schools office buildings hospitals or late night convenience stores It can occur day or night inside or outside of the workplace and it can include threats harassment bullying stalking verbal abuse and intimidation Left unchecked workplace violence can lead to physical assaults and homicide This updated edition of The Workplace Violence Prevention Handbook tackles this often overlooked but pervasive problem and provides a comprehensive five step process for understanding and preventing it The Workplace Violence Prevention Handbook looks at the extent of the problem examines some of the myths surrounding it and provides early warning and detection signs best prevention policies and proven defusing protection and containment techniques and strategies At the end of each section there are a combination of case studies scenarios worksheets and checklists to assist you in understanding the steps needed to plan develop and execute an effective workplace violence prevention program A workplace violence prevention plan is a must Apart from the legal and liability issues it just makes sense to protect the organization's most valuable assets the workforce For many organizations there are added benefits from implementing a violence prevention plan During the risk assessment phase you frequently discover areas of vulnerability that can be remedied and practices that can be improved This can lead to increased productivity and efficiency which could have an ongoing impact on your bottom line The biggest benefit however is in increased safety for everyone using that workplace OSHA Management Guidebook Daniel Farb, Bruce Gordon, 2005 This guidebook will develop the knowledge of OSHA compliance management while teaching readers how to run an OSHA program and prevent injuries It is a package consisting of the most important areas that an OSHA manager needs to know Upon completion readers will have attained a superb knowledge of OSHA regulations and how to administer them

*Violence at Work* Duncan Chappell, Vittorio Di Martino, 2000 This report provides an understanding of the nature of workplace violence and suggests ways of preventing it It highlights best practice and successful methods of prevention illustrating the positive lessons to be drawn from such experience **The New Manager's Tool Kit** Don Grimme, Sheryl Grimme, 2008-11-30 In this helpful guidebook authors Don and Sheryl Grimme provide a fresh friendly approach to tackling the challenges of management and leveraging your new position to help your organization succeed Novice managers have

their work cut out for them all new skills to learn different personalities to deal with and greater responsibilities to fulfill The New Manager s Tool Kit provides you with fast powerful lessons to help them increase productivity unlock hidden talent work with different types of people communicate effectively diagnose problems coach both good and problematic employees encourage teamwork avoid burnout eliminate conflict and nurture the next generation of managers With lessons covering both basic management skills as well as more advanced leadership tactics and bonus tips to help managers overcome the most difficult leadership challenges The New Manager s Tool Kit provides those charged with managing and leading others the tools and real world knowledge they need to succeed and open themselves up for further advancement The Violence Volcano David D. Van Fleet,Ella W. Van Fleet,2010-02-01 The Violence Volcano is for managers and workers in all types of business and government organizations including law enforcement and other first responders Its purpose is to assist all organizations and their employees in fulfilling their obligations under U S Government regulations to reduce the risks of any and all forms of violence that affect workers during the time they are carrying out their duties as employees The Violence Volcano is written at an appropriate level for either self study training programs or classroom settings It could be used as a supplement in business educational administration criminal justice and law enforcement classes or other academic and trade programs Key features of the book Uses the volcano metaphor to provide a simple and unique way to help readers understand and remember how violence builds Provides a broader approach than other books toward recognizing and dealing with the issue of workplace violence including both internal and external causes as well as signs of impending acts of violence Identifies and discusses the nature and complexity of violence in a variety of workplaces Helps management compare violence prevention costs with the immediate and direct costs plus the delayed and hidden costs of violent incidents at work Helps management employees and law enforcement personnel recognize environmental and organizational influences on employee behavior Helps management and employees develop an awareness of personal characteristics and work behaviors that build toward violent behavior so that timely intervention can perhaps eliminate the threat of violence Assists management in establishing a crisis management team an organizational crisis plan a violence intervention plan and a post violence trauma plan Develops a comprehensive definition of workplace violence and examines its rapid growth Suggests administrative ways of reducing risks such as establishing anti violence policies improving asset security and providing an adequate support system Introduces the topics of legal responsibilities and liabilities and working with law enforcement

**Violence Assessment and Intervention** Florian,James S. Cawood,Michael H. Corcoran Ph.D.,2008-12-22 Behavioral science has revealed a wealth of information concerning violence assessment in a wide variety of situations but the challenge confronted by those dealing with potentially hostile populations is the effective application of this knowledge Now in its second edition Violence Assessment and Intervention The Practitioner s Handbook Secon Violence Assessment and Intervention James S. Cawood, CPP,Michael H. Corcoran, Ph.D.,2003-06-27 If you are responsible for people they want and

expect you to keep them safe on a regular basis Violence Assessment and Intervention The Practitioner s Handbook shows you the most effective way to take the initial data and make quick decisions about whether the situation requires an immediate response with full resources or a less intense response It gives you easy access to the information you need not only to handle emergency situations but also to prevent them The principle focus of this book is not sociological theory or even clinical assessment but practical intervention monitoring and control of violence It presents techniques for use in any situation whether you are a mental health professional doing phone intake from a victim of domestic violence a corporate human resource or security person getting a call about an incident that just occurred or a law enforcement officer encountering a potential suicide Using flow charts and step by step instructions developed while handling thousands of cases the authors give practical advice on how to recognize the signals of potential violence by individuals identify probable victims and assess escalation of the threat Written specifically for the practitioner this book provides practical effective methods of violence assessment and intervention During this time of increasing concern about security threat assessment and profiling for violence prediction Violence Assessment and Intervention The Practitioner s Handbook gives you the tools to decrease the chances of violence and increase safety in your organization School Violence, the Media, and Criminal Justice Responses Kimberly A. McCabe, Gregory M. Martin, 2005 This book provides a foundation for the study of school violence beginning with an analysis of the shootings at Columbine and going on to discuss all forms of aggression in schools *Fundamentals of Strategic Planning for Healthcare Organizations* Stan Williamson, 1997 A straightforward and practical guidebook Fundamentals of Strategic Planning for Healthcare Organizations explores the basic principles of planning and maps out key routes for expanding companies in need of specific decision making procedures This allows readers to generate their own ideas for developing strategic plans tailored to the individual needs of their companies The worksheets client surveys and other comprehensive planning documents the book provides from actual healthcare organizations are valuable aids to this developmental stage Fundamentals of Strategic Planning for Healthcare Organizations points the way to implementing a reliable structural framework for effective strategic health care planning It advocates methods and models that are at once practical and theoretically sound Presenting each step necessary to the development of a competent strategic plan this book enables managers in small and large healthcare organizations to maximize performance in any kind of environment It keeps astride the developments in a rapidly changing industry as it moves beyond strategic plan development to plan implementation plan evaluation and plan control The book s step by step approach facilitates systematic analysis of healthcare delivery models and the roles of marketing communications and internal and external factors in the planning process For motivated self starters striving to steer the course of their organizations in a rapidly changing industry the book s presentation of the following topics will be beneficial situation analysis performance objectives setting mission definition strategy selection operational plans development plan management Fundamentals of Strategic Planning for Healthcare

Organizations illustrates the practical elements of strategic planning and considers the logic behind them By doing so this book acts as both a primer for the novice and a reference source for managers with more experience Readers will find themselves turning to it again and again for its practical hands on advice     The Elements of Police Hostage and Crisis Negotiations James L Greenstone,2013-05-13 Run a safe and successful crisis negotiation from start to finish The Elements of Police Hostage and Crisis Negotiations Critical Incidents and How to Respond to Them reduces the negotiation procedures for hostage barricaded and suicide incidents to their basic elements providing quick and easy access to the information you need from the initial call out to the final debriefing Based on field tested principles proven to work the book also includes newly developed and highly specialized techniques for more experienced negotiators Author James L Greenstone provides a user friendly step by step guide to the intervention and negotiation process that will help you get the job done right Designed for day to day on the scene use The Elements of Police Hostage and Crisis Negotiations is a practical handbook for experienced professionals and novices that can also be used as a supplementary textbook for criminal justice crisis intervention and psychology coursework Each chapter contains useful checklists procedural notes tables strategy worksheets and forms and the book includes special indices for quick reference in addition to a traditional index Dr Greenstone a police mental health consultant and psychologist who served as Director of the Psychological Services Unit of the Fort Worth Police Department in Texas uses a simple and direct format that emphasizes procedures action and results leaving theoretical discussions for another time and place The book examines the negotiation process from start to finish including preincident preparations first response responsibilities responding to the call out arriving at the scene preparing to negotiate making contact preparing for the surrender post incident tasks preparing equipment and more Topics covered in The Elements of Police Hostage and Crisis Negotiations include legal considerations telephone surveillance guidelines the Stockholm Syndrome working with S W A T and Tactical Emergency Medical Support dealing with the media recognizing red flags the issues of suicide debriefing the hostage team the 150 laws of hostage and crisis negotiation and the 10 most serious errors a negotiator can make The Elements of Police Hostage and Crisis Negotiations Critical Incidents and How to Respond to Them is a practical guide that s equally effective in the field in training and in the office     Federal Probation ,1997     **ABA Journal** ,1999-08 The ABA Journal serves the legal profession Qualified recipients are lawyers and judges law students law librarians and associate members of the American Bar Association     **Risky Business** Cary L. Cooper,2016-04-15 What are the financial and psychological costs of risky behavior in business to the individuals concerned and their organizations Risky Business provides a perspective on addictive behaviors such as gambling drug taking and even addiction to work criminal behaviors such as theft and corruption and behaviors such as aggression and violence The authors then look at their implications to employee and organizational health within the context of the workplace environment an environment that is often synonymous with psychological demands stress long hours overwork and shortages of staff or other essential resources

An essential guide for occupational psychologists human resource specialists risk managers and for researchers in this field

**Ending Campus Violence** Brian Van Brunt, 2012-08-21 With the growth of threats and violence in higher education settings college campuses are increasingly expected to have systems in place to identify potentially aggressive individuals and intervene to ensure the safety of the campus population This book will be useful for student affairs professionals as well as college counselors psychologists social workers interested in the practical management of aggression and violence on a college campus It will also be a valuable resource for those involved in creating and running behavioral intervention teams and threat risk assessment teams Ten case studies from both the community and residential college settings provide a comprehensive overview of campus violence and how to intervene to prevent it Pertinent background information is discussed as an introduction to these narratives such as the fundamentals of aggression and violence on campuses how these behaviors can impact students faculty and staff and what can be learned from past campus violence Along with discussion questions and a review of ways to approach each situation experts in higher education forensic risk assessment law enforcement and legal issues weigh in on each case study Their perspectives offer a context and broad base of opinions and ideas on how each case could be handled Additional examples for further training of the college counselor are given through a detailed look at almost 100 incidents of violence including thwarted attacks rampage shootings and hostage situations

**Bimonthly Review of Law Books**, 1996      **Communication Skills for the Environmental Technician**

Intelecom, 1999-07-12 Communication Skills for the Environmental technician This book provides environmental technology students with an enjoyable way to quickly master the basic communication skills needed by the environmental technician Like all the books in the critically acclaimed Preserving the Legacy series it follows a rapid learning modular format featuring learning objectives summaries chapter end reviews practice questions and skill building activities The only book available that specifically addresses the communication responsibilities of the environmental technician it offers a thorough review of corporate communication basics and covers the environmental documents commonly generated by technicians

Communication Skills for the Environmental Technician features Advice on foundation reading and technical writing skills including mastery of outlining and grammar awareness Chapters on writing skills for business letters and memos technical documents such as contingency plans logbooks and field notes and completion and filing procedures for numerous reporting forms In depth coverage of oral communication skills both for formal presentations and informal conferencing Specifics of the job search creating portfolios writing resumes and cover letters and performing well in the interview setting With its comprehensive coverage and quick reference format Communication Skills for the Environmental Technician is also a handy resource for any environmental technician needing a helpful refresher or useful working reference The HAZARDOUS MATERIALS TRAINING AND RESEARCH INSTITUTE HMTRI recognized by agencies including the EPA the National Science Foundation and the National Institute of Environmental Health Sciences was established in 1987 in Cedar Rapids Iowa with



the intention of promoting worker protection and the maintenance of a clean and safe environment through education and training      **Official Gazette of the United States Patent and Trademark Office** ,1997      **Journal of Individual Employment Rights** ,1995

Embark on a transformative journey with is captivating work, Discover the Magic in **Risky Business Managing Employee Violence In The Workplace** . This enlightening ebook, available for download in a convenient PDF format , invites you to explore a world of boundless knowledge. Unleash your intellectual curiosity and discover the power of words as you dive into this riveting creation. Download now and elevate your reading experience to new heights .

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