



TRAINING SERVICES

Workplace Violence Prevention Foundations and Leadership Training



Workplace Violence Prevention Training

Our Workplace Violence Prevention training modules ensure your staff understand what the four broad categories of workplace violence are, who the types of people are that can pose a threat to people's safety, the causes of workplace violence and what their individual responsibilities are before, during, and when an incident occurs.

Staff interaction with clients can be a crucial factor as can client interactions with each other while in your workplace or when interacting with your people. The four types of violence in the workplace: for profit violence; conflict/grudge violence; relationship violence and romantic obsession violence, mean that no workplace can safely assume it will not experience the threat or actual experience of violence.

To prevent workplace violence, it is essential that staff recognize the warning signs and have a simple, robust framework in which to respond. Our Workplace Violence Prevention Modules use interactive, scenario-based experiences, drawn directly from the participants' workplaces, your organisation and similar organisations, to work through our Risk and Response Matrix for determining the level of risk and the appropriate prevention strategies.

Emerging situations may be assessed as a low risk of violence occurring and still cause staff discomfort and anxiety. An escalating situation will cause staff to respond differently (motivated by feelings of fear or anger for example) while experiencing a violent incident can lead to further violence if the response is inappropriate.

When clients exhibit signs of poor mental health, it helps to know how to respond to contain situations so that they do not escalate. This is directly connected to your policies and

procedures and a developed violence prevention culture in your workplace. Being aware of your policies and procedures, the types of violence, knowing the early warning signs, being familiar with physical security features, building a respectful workplace for staff as well as client interaction and good documentation, are all covered in our modules.





Workplace Violence Prevention Foundations

Our Workplace Violence Prevention Foundations Training program is targeted at improving how individuals and work groups approach and address escalated and escalating conflict. In particular, individuals or staff working directly with potentially violent people, whether they are internal or customer facing, will benefit from our Workplace Violence Prevention Foundations training.

Through a combination of practical, interactive, scenario-based training, participants will receive training to:

- Understand:
 - What Workplace Violence is
 - Who participates in it
 - Why people engage in Workplace Violence
- Recognize the warning signs of different types of violence
- Prepare for known high-conflict situations, i.e. terminations
- Assess interactions on a moment-by-moment basis on how best to respond to escalating conflict
- Practice direct conversations to address and defuse tense situations

Workplace Violence Prevention Leadership Training

Building upon our Workplace Violence Prevention Foundations program, the Leadership Training focuses on improving how organizations understand, respond to and prevent conflict from escalating to violence.

The Workplace Violence Prevention Leadership training program is targeted at leaders and workers who are responsible for developing and maintaining a violence free

workplace (e.g. OH&S officers, supervisors / managers / directors, HR members, security).

The focus of the Workplace Violence Prevention Leadership training is to provide practical training and information designed to ensure that the organization's policies, procedures, training programs, documents and response protocols adequately prevent and respond to violence and potential violent incidents.

Any employee can become a victim of workplace violence. From violence for profit to romantic obsession, any number of motivations can trigger an attack on people in the workplace. Organizations have a legal and moral responsibility to keep their staff safe, and ProActive has decades of experience helping fulfill that obligation.

About ProActive ReSolutions

As pioneers and leaders in Building Respectful Workplaces, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple verticals since 2000.

ProActive Resolutions' consulting and training solutions are structured around standardized, evidence-based research. It is this core foundation that allows us to develop and customize consulting and training solutions to meet the needs of our global clients irrespective of their vertical and location.

Our integrated solutions philosophy allows us to develop and customize our consulting and training solutions around 3 key strategies:

- **PREVENTING** disrespectful workplace behaviours,
- **REPAIRING** relationships damaged by disrespectful behaviours and
- **PROTECTING** those at risk of violence in the workplace.

60K+ People Trained Globally and Counting.

