

Preventing workplace violence...

While shootings and homicides make headlines, workplace violence is a much broader problem that includes behaviors like abusive language, shouting, spreading rumors, and sabotage directed at employees' emotional and psychological well-being. The Workplace Violence Research Institute defines workplace violence as "any act against an employee that creates a hostile work environment and negatively affects the employee, either physically or psychologically. These acts include all types of physical or verbal assaults, threats, coercion, intimidation and all forms of harassment." In most cases there are warning signs. Warning signs are indicators that an individual may be experiencing extreme stress in some aspect of life. Recognizing them will help determine appropriate levels of intervention.

Relationships – An employee may disengage from co-workers with whom there had been a good relationship or friendship, avoid certain co-workers, or become suspicious of others' motives. There may be a shift into the victim mode with the employee blaming others, including the employer, for problems—everyone is "out to get me". You may hear veiled threats to "get even or make them pay", including using weapons, to "solve all my problems once and for all."

Behaviors – Sudden behavior changes like excessive absenteeism, atypical risk taking, inability to focus, or unpredictable mood swings should all raise red flags. Employees who are argumentative, uncooperative, get angry easily and frequently or bully others are more likely to become verbally and physically abusive. Personal hygiene often deteriorates.

Attitude – An attitude of personal entitlement, intense self-focus and blatant disregard for the safety and well-being of co-workers can signal impending trouble. Overreaction to criticism or changes, along with ongoing complaints about unfair treatment are common.

We can't assume that all such individuals will become violent – nor can we assume they won't. Workplace violence carries an annual price tag of approximately \$5 billion in direct and indirect costs. You can't afford to ignore the warning signs.

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Words to Live By...

"Flexible people never get bent out of shape."
Anonymous



A BRIGHT IDEA

Optimism, pessimism & peanut butter cups

Why are optimists viewed more positively than pessimists? It's that old glass half full, half empty thing. But, consider this... Optimists think anything is possible and don't worry about obstacles because they deal with them as they arise. Pessimists think about the things that could go wrong and prepare "just in case", often preventing problems and mistakes. A little optimism combined with a little pessimism is like a peanut butter cup—just the right combination of chocolate and peanut butter.

Office Space For Lease...



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Learning Opportunities

Workplace violence can happen in any workplace, but you can minimize the risk. Learn to recognize the warning signs and develop effective skills and strategies to prevent it. Call us at 920-993-1490 or visit our website at www.alternativeresolutions.biz

Build the skills that drive individual and organizational success. Save when 3 or more attend from the same organization—**Register now!**

"Basic Mediator Training"

Oct. 19-23, 2009 8:00 am—5:00 pm

"Mediation Skills for the Workplace"

Nov. 10-11, 2009 8:30 am—4:30 pm

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