

Prevent workplace violence



Some basic planning and preparation strategies can minimize or prevent violent situations in the workplace:

Never underestimate the potential for violence, and take every threat seriously

Create a supportive environment where the reporting of violence, harassment and disrespectful behavior is encouraged

Resolve conflict peacefully

Train your employees to recognize signs of a troubled or disgruntled employee, customer or client as well as tactics to de-escalate potentially violent situations

Consider forming an intra-departmental Threat Assessment Team who can work together to evaluate and manage reports of workplace violence

Provide resources and support for employees who may be victims of violence

Ensure all worksites and areas are well lit and secure for employees coming in and out of work, including encouraging employees to walk in pairs or groups to their vehicles

Evaluate emergency notification methods for sufficiency (phone, intercom, 'panic button' or others) and make sure these are well-posted and employees are trained in their use

Consider the use of other technologies that can help identify signs of potential violence (video/audio analytics, social media listening or downed worker monitoring)

Evaluate, communicate and practice your facility's evacuation routes with all employees

Make sure employees know secure areas in your facility that provide cover (i.e. area will stop a bullet) and concealment (no visibility or access to an assailant)

Make sure employees know how to communicate suspicious activities or situations

Work closely with employees across all departments and employment levels to develop a worksite risk assessment

Work with local law enforcement to identify gaps in your plans



Everyone should feel safe at work. If your employees notice odd behaviors or think someone's safety could be at risk, encourage them to report it their supervisors, managers or Human Resources immediately.