



COURSE

# Workplace Violence

5th Edition

Respect



## Provide Action Plans in Case Violence Occurs

California's new SB 553 law requires all employers establish a compliant workplace violence prevention strategy and initiate training by July 1, 2024. Similarly, New York's recent Retail Worker Safety Act requires that all retailers, with more than 10 employees, provide a violence prevention plan and train retail employees. Emtrain's Workplace Violence Prevention Training is specifically designed to meet all CA SB 553 and NY Retail Worker Safety Act training mandates. Our comprehensive course equips your team to identify, report, and respond to potential violence, from early warning signs to active shooter incidents.

TEMPLATE

## Model Workplace Violence Prevention Plan

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### Course Description

This workplace violence prevention training course provides important protection for employees by showing how they can spot classic red flag situations and to minimize the potential for violent episodes in the workplace. It also walks employees through an action plan of how to respond if and when workplace violence happens. Interactive polling questions in the workplace violence training prevention course give employers real insight into how employees feel about the concepts and culture skills presented. Emtrain's innovative Ask the Expert feature gives learners direct access to course experts.

### Key Concepts

- The organizational and personal costs of all the forms of workplace violence.
- Learn how to spot the warning signs of potential workplace violence.
- Best practices in response to violence, including active shooter situations.
- Best practices to safeguard the workplace from violence.

## Course Features

- Access to our Anonymous Ask the Expert tool
- Rich video scenarios based on real-world events
- Built-in employee sentiment surveys
- 50+ Machine Translation Options
- Optional program timer
- Policy acknowledgement tool
- Extensive customization options

## Lessons

### The Importance of Being Prepared

This introductory lesson reviews the impact of workplace violence, the importance of being prepared, and the learning objectives specific to this training.

- *Risk Question:* I feel safe at work
- *Risk Question:* Leaders at my organization have implemented the structures necessary to keep the organization safe.

### What is Workplace Violence?

Understand the legal definition of workplace violence, including its four different types — criminal intent, customer/client, worker-on-worker, and personal relationships.

- *Risk Question:* In the last year, a co-worker has acted in ways that made me worry for my safety, their safety, or the safety of others.
- *Risk Question:* In the last year, I have worried that someone's personal relationship issues could lead to violence in our workplace.

### Identifying Hazards and Assessing Risks

Recognizing potential hazards and assessing the potential risk of an incident occurring is one of the first steps in preventing workplace violence. Learn which industries are at higher risk of violence and the common hazards to look out for in your workplace.

- *Risk Question:* I would feel comfortable reporting a concern about potential workplace violence.

### Warning Signs and Red Flags

There are often warning signs that someone may become violent. Learn how to spot the verbal, behavioral, and physical red flags that can indicate a potential concern.

- *Risk Question:* In the last year, I have felt threatened or intimidated by the words or actions of non-employees — like customers, clients, or vendors.

### Emergency Responses and De-Escalation Techniques

How should you respond to a violent (or potentially violent) person or situation? Learn common de-escalation techniques and emergency response options that can help prevent or reduce harm.

- *Risk Question:* I have chosen to ignore workplace situations that I can see causes co-worker discomfort.
- *Risk Question:* In the last year, teasing or arguments at work have escalated in a way that made me feel unsafe.

### Gun Violence and Active Shooter Preparedness

While we never want to believe it could happen in our workplace, it's important to be prepared in case of an active shooter situation. Review the universal response strategy of "run, hide, fight", as well as the use of panic buttons, and what to do once law enforcement arrives

- *Risk Question:* In the last year, someone at work spoke to me in a way that was intended to physically or mentally intimidate me.

## The Manager's Role in Preventing Workplace Violence

Managers have an increased responsibility when it comes to workplace violence. This lesson gives helpful guidance for managers on how to respond to concerns of violence and outlines their obligations as mandated reporters.

- *Risk Question:* There is someone at work whom I can confide in when I have a personal concern or problem.

## Our Workplace Violence Plan, Guidance, and Additional Resources

Educate employees on your workplace violence plan, review basic terms pertinent to violence prevention, and provide additional guidance and state resources.

## Our Commitment to Safety

This lesson expresses your commitment as an organization to employee safety, including proactive risk assessment, reviewing incident logs, and continuously improving on established safety protocols. Retaliation against employees for reporting a concern is never allowed.

- *Risk Question:* I'm confident I won't experience retaliation because I've reported a concern or an incident.

## Provide Your Feedback

A post-course survey on the learning experience.

## VERSIONS

All Employees (30 min)

## WHAT'S COVERED

- Active Shooter
- Safety
- SB 553
- SB S8358C
- Violence
- Warning Signs

## COURSE EXPERTS

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