



Workplace Violence: Assessing Risk and Managing Outcomes

This course is a three-day interactive introduction to the basics of identifying, assessing and managing threats of violence. Individuals in position of authority are regularly asked to assess comments, behaviours and actions that create a concern that an individual may be moving toward violence. The use of accepted threat assessment principles support the assessment of behaviours of concern. Behaviour of concern will range from inappropriate, through intimidation and bullying and on to threats of actual violence. Once behaviours are identified, participants are well positioned to apply the appropriate strategy to address and mitigate associated risks.

Attendees participate in interactive activities and discussions related to the differences between inappropriate, threatening and violent behavior. Participants are introduced to what individuals are attempting to achieve with each behavior, and learn appropriate strategies for dealing with the unique threat(s) each poses.

Particular attention is paid to the identification and assessment of pre-incident indicators of violent behavior. Early identification increases the ability of participants to appropriately manage associated threats of violence.

Attendees are introduced to practical approaches for managing the threat of targeted violence. The benefits and caveats of a range of strategies are discussed and participants will have an opportunity to apply skills learned in a variety of case studies.

Learning Outcomes/Goals

At the completion of this three-day (21 hour) course, you will be able to:

- Explain the threat management phases of identification, assessment and management
- Define inappropriate, intimidating, bullying and violent behaviours
- Identify organizational / situational risk enhancing factors
- Identify inappropriate communications and contact as a risk enhancing factor
- Apply the behaviours of concern continuum
- Explain the difference between reactive and proactive violence
- Identify behaviours that may lead to a threat or to a risk of violence
- Dispel the myths associated with profiling people who conduct acts of violence or threats
- Identify risk of violence enhancing and violence reducing factors
- Explain the importance of defining circumstances and context when assessing threats of targeted violence
- Explain the importance of measuring what is at stake for potential perpetrators of violence



- Explain how to identify triggers and/or escalating events
- Explain how to analyze information as part of conducting a threat assessment
- Explain threat management strategies

Course Topics / Contents

- Introduction to the principles of identifying, assessing and managing threats of violence
- Identifying behaviours and situations of concern
- Identifying inappropriate, intimidating, threatening and violent behaviours
- What is the individual trying to achieve with the behaviour?
- Applying appropriate strategies for low-risk individuals

Assessment

- Assessing the risk of reactive and proactive violence
- Recognizing pre-incident indicators of violence
- Identifying key behaviors and situational indicators that the risk of violence is escalating

Management Strategies

- Developing threat management strategies and personal safety plans
- Define and differentiate roles and responsibilities for threat management
- Monitoring strategies
- Investigation strategies
- Safety and security planning considerations

For further information, please contact us:

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