

**PER 18-8 (AEP), Appendix 10-1:
Preventing and Dealing with Workplace Violence**

**PREVENTING AND DEALING WITH WORKPLACE VIOLENCE:
A MANAGER'S CHECKLIST**

1. Treat employees with respect and dignity. If needed, provide counseling or EAP assistance to affected employees. Implement thorough hiring practices and perform reference checks on all prospective employees prior to hiring.
2. Establish a standard of acceptable behavior in the workplace.
3. Encourage your employees and customers to report threats or incidents of workplace violence.
4. When faced with a threat, document receipt of the threat and the behavior that was exhibited.
5. Document your response and your handling of the situation.
6. Notify your Division Manager/Department Director.
7. Consult with the Human Resources Division, the Prosecuting Attorney's Office and the EAP if needed.
8. Consider using the Alternative Dispute Resolution (ADR) Program to resolve disputes in your workplace.
9. Assess the threat and necessary level of intervention.
10. If applicable, notify threatened personnel.
11. Develop a security plan that considers different scenarios.
12. Follow up with the problem until it has been resolved and the threat has been eliminated.

Possible Warning Signs

This list is intended to identify warning signs. It is not intended to identify specific individuals. If any individual deviates from baseline behavior and begins to exhibit some of these warning signs, the supervisor should take notice and address employee concerns.

1. History of physical and verbal intimidation.
2. History of violence and interpersonal conflict with co-workers and supervisors.
3. Sense of persecution and injustice. Believes the world is out to get them. (Exhibits paranoid behavior).
4. Direct or veiled threats of harm.
5. Sense of entitlement. The world owes them.
6. Moral righteousness, extremist opinions and attitudes. Believes the County doesn't follow its own policies and procedures.
7. Holds grudges, especially against supervisors and the County. Verbalized hope that something bad will happen to the person against whom they have a grudge.
8. Unable to take criticism of job performance.
9. Fascination with incidents of workplace violence. Empathy for the perpetrator.
10. Interest in weapons and their killing power. Carrying a concealed weapon or flashing a weapon to test responses.
11. Obsessive involvement with the job, often with uneven job performance and no apparent outside interest.
12. A loner with decreased social interests. Possible romantic obsession with a co-worker.
13. Disregard for the well being and safety of co-workers.
14. Recent termination or lay-off, or the perception this may happen.
15. Family, finances, or health stress.
16. Likely substance abuse problem.